

Effective Jan. 1, 2024, Magellan no longer manages the Medicare Advantage provider network for CarePlus.

Plan Information

Medicare Advantage

Counties in Florida include Brevard, Broward, Clay, Duval, Flagler, Hernando, Hillsborough, Indian River, Lake, Marion, Miami-Dade, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, St. Johns, Seminole, Sumter, Volusia

For dates of service on/after Jan. 1, 2024

1-800-794-5907

For dates of service prior to Jan. 1, 2024 (see below)

Contact Information

Provider Authorization and Eligibility Line

1-800-424-1760

Call this number for member care inquiries, outpatient preauthorization when required, higher levels of care preauthorization, and member eligibility verification.

National Provider Services Line

1-800-788-4005

Call this number for general inquires, including credentialing and network status, or for any other network administrative issues.

TTY/TDD

1-800-424-1760 for 711 relay service

Claims

1-800-424-1760

Call this number for claims information. You also may check the status of your claims after secure sign-in on the Magellan provider website.

First-Level Review

Magellan Appeals
 PO Box 1718
 Maryland Heights, MO 63043

Submit a *first-level claim dispute* in writing to Magellan Appeals.

Primary Fax

1-888-656-5712

Backup Fax

1-888-656-5061

Second-Level Review

CarePlus Health Plans, Inc.
 11430 NW 20th Street, Suite 300
 Miami, FL 33172
 Provider Operations department

Submit a *second-level review* in writing to CarePlus.

Website

www.MagellanProvider.com

Access our website for further information about serving Magellan members, including:

- Magellan Provider Handbook
- Medical Necessity Criteria
- Clinical Guidelines
- Claims Submission and Status
- Provider Data Change Form

- Provider Profile
- *Provider Focus* Newsletter
- And much more.

Authorizations

Magellan uses our streamlined clinical management model for outpatient treatment for CarePlus members. In this model, for most cases, providers do not need to preauthorize routine outpatient services or submit treatment request forms for continued care.

For additional information regarding our outpatient model and for requesting higher levels of care, go to **www.MagellanProvider.com**, select *Providing Care*, then *Initiating Care*, then *Authorization*.

Claims Submission

Submit claims online by signing in with your secure username and password at **www.MagellanProvider.com**. Be sure to identify the P.O. Box below for claims submissions for this plan. If you do not have Internet access, use the standard CMS-1500 claim form or the UB-04 claim form. Claims must be filed using the HIPAA-compliant CPT code(s).

Submit paper claims to:
Magellan Healthcare
P.O. Box 2215
Maryland Heights, MO 63043