

Magellan Complete Care of Arizona

Provider Frequently Asked Questions

General	
Who can I contact with questions about members/authorizations?	<p>For all calls, Magellan has a central phone line: 1-800-424-5891. Members and providers may utilize this phone line for assistance.</p> <p>General department emails, for non-urgent matters only, are as follows:</p> <ul style="list-style-type: none"> • Customer Service: MCCAZCustomerService@magellanhealth.com • Health Services (general): MCCAZHealthServices@magellanhealth.com • Provider Disputes: MCCAZProviderDisputes@magellanhealth.com • UM Requests/Prior Authorization: MCCAZUMRequests@magellanhealth.com • Grievance/Appeals: MCCofAZAppealsandGrievances@magellanhealth.com • Quality of Care: MCCAZQOC@magellanhealth.com • Provider Network: MCCAZProvider@magellanhealth.com
Who do I contact if I need to escalate a provider issue?	<p>Please contact Alyssa Bellantoni, Network Administrator bellantonia@magellanhealth.com 480-624-9722</p>
Will Magellan have provider forums and trainings? If so, when?	<p>Yes, Magellan will host both in-person training sessions throughout the year and online webinars. Any correspondence related to any upcoming training dates and times will be posted on the provider section of MCCofAZ.com under Provider Tools, Provider Training.</p>
What clearinghouse(s) does MCC of AZ work with?	<p>MCC of AZ currently uses Change Health. We are working on getting SPSI on board.</p>
Does MCC of AZ provide interpreter services?	<p>Yes, members or providers, on behalf of a member, can schedule an on-site interpreter by calling Customer Service at 1-800-424-5891 to request interpretation services. The provider used by MCC of AZ is Voiance.</p>
Does MCC of AZ offer transportation services?	<p>Yes. Members or providers, on behalf of a member, can request transportation services by calling Member Services at 1-800-424-5891. The member or provider will then follow the prompt to be connected directly to a representative from the transportation provider, Veyo.</p>
Is the fee schedule available on the provider portal?	<p>No, please visit the AHCCCS website for fee schedule information.</p>
Do I need to sign a contract with Magellan?	<p>Yes, if you provide state-reimbursable services for AHCCCS Complete Care members, you will need a signed contract with Magellan Complete Care.</p>

Who can I contact with questions about network status, credentialing or contracting?	The provider support team can be reached via the following methods: Phone: 1-800-424-5891 Fax: 1-888-656-0369 Email: MCCAZProvider@MagellanHealth.com
Prior Authorization	
Where should I send PA's to and which documentation should I submit?	Phone: 1-800-424-5891 Fax: 1-888-656-7501 Submit a prior authorization form along with any supporting documentation to support the procedure/s. For expedited request MCC of AZ will respond within 72 business hours. For non-expedited requests, MCC of AZ will respond within 14 business days.
Is prior authorization required for O/P therapy or neuropsych?	O/P therapy does require authorization after the evaluation. Neuropsych does require prior authorization.
What is the referral process?	Referrals are not required. Please refer to your Network Provider Agreement, the provider handbook and please check the prior authorization grid for requirements for what requires authorization.
Billing/Claims	
Does Magellan have a list of services to be provided and or billing codes for those services that you can send to me?	A general list of covered services can be found within the provider handbook, online at MCCofAZ.com in the provider section. Please note MCC of AZ follows AHCCCS guidance regarding billing and reimbursement. AHCCCS-specific provider billing instructions, manuals as well as other coding instruction resources are available on the AHCCCS website at: https://www.azahcccs.gov/Shared/Downloads/ACOM/PolicyFiles/200/203v2.pdf and https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/providermanual.html .
Will Magellan accept electronic claims?	MCC of AZ currently utilizes Change Healthcare for both claims submission and ERA/EFT. The secondary clearinghouse is Ability, for claims submission only. Initial enrollment and information can be found at the following address: https://www.changehealthcare.com/support/customer-resources/enrollment-services/medical-hospital-eft-enrollment-forms SPSI may submit their claims through Change Healthcare. Payer ID for MCC AZ is MCC01
Will Magellan accept paper claims?	Yes. To submit a paper claim via mail, please mail to: Magellan Complete Care of Arizona Claims Service Center P.O. Box 1105 Elk Grove, IL 60009-1105
What happens if I submit a claim to the old address?	If you submit a claim to the old address, it will still be processed as normal. It will be date stamped and then routed for payment.

Member ID Cards

Will members be notified of the change to the claims mailing address?	Yes. Members will receive a letter notifying them that the claims mailing address has changed. The claims address has also been updated on the back of all member ID cards.
Why are current members getting a new member ID card?	MCC of AZ has updated several of the fields on the card to make it easier for members, doctors and other providers to use the information on the ID card.
When will these changes go into effect?	All of these changes will go into effect September 5, 2019.