

Idaho Behavioral Health Plan

New Provider Orientation Agenda

To access and register for these **online trainings**, click this link to the [Magellan Healthcare of Idaho Learning Management System](#).

During the contracting process, Magellan Healthcare of Idaho's Training team also will offer providers the option to attend **live, instructor-led** sessions of the New Provider Orientation.

Time	Topic
10 minutes	Welcome and Introductions • Training objectives and expectations
25 minutes	1. Idaho Behavioral Health Plan (IBHP) and Magellan Healthcare of Idaho • The Idaho Behavioral Health Plan (IBHP) System of Care • Magellan's Clinical Model • IBHP services and programs • IBHP members
20 minutes	2. Magellan Network • Magellan's Network department functions • Magellan network contract types • How to get assistance with day-to-day inquiries and transactions
20 minutes	3. Providing Care • Submitting referrals for member services and care • Member eligibility and benefits • Member rights and responsibilities • Magellan's Clinical Practice Guidelines • Language Assistance Program and translation services
15 minutes	4. Submitting an Authorization and the Clinical Review Process • How to request an authorization • How to request treatment through electronic submission • Prior authorization requirements • Medical necessity criteria

Time	Topic
	• Services that are not covered • How to contact Magellan with authorization questions
30 minutes	5. How Providers Get Paid • Claim submission requirements • How to submit a clean claim • Your options for claims submission • How our claims resubmission process works • Some common billing errors • Claims inquiry and claims resolution • Third party liability (TPL) and coordination of benefits (COB)
10 minutes	6. Systems Overview • MagellanofIdaho.com website • Availity Essentials • Magellan's authorization system via Availity Essentials • Outcomes and assessments system via Availity Essentials • Articulate Reach Learning Management System (LMS)
30 minutes	7. Quality and Compliance • HIPAA verification when contacting Magellan, and uses and disclosures of protected health information (PHI) • Fraud, waste, and abuse (FWA) overview and resources • Documentation and record-keeping practices • Member complaints/grievances • Provider complaints and support • Idaho Department of Health and Welfare resources
10 minutes	8. Provider Data Management • What changes require you to update Magellan within 10 business days • What credentialing updates require you to notify Magellan • How to maintain your provider information • How to update your provider information from within Availity Essentials
5 minutes	9. Provider Resources • Provider tools and resources • Member resources • Quick reference guides
10 minutes	• Closing and Attestation