

Magellan Healthcare, Inc.*

Provider Handbook Supplement for Early Childhood and Support Service (ECSS) Louisiana –

Revised April 2026



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Table of Contents

Welcome

Covered Services.....	3
Contact Information.....	4

Network Provider Training

Our Philosophy.....	5
Our Policy.....	5
What You Need to Do.....	5
Career Path for Resource Navigation Staff.....	5
Qualification for Medicaid Billing.....	6
Career Progression Framework.....	6
Flexibility in Implementation.....	6
What Magellan Will Do.....	7

Care Management Overview

Our Philosophy.....	8
Our Policy.....	8
What You Need to Do for Direct Referrals to Site.....	8
What Magellan Will Do for Direct Referrals to Site.....	8
What Magellan Will Do for Referrals Made to Care Management.....	9

Website

Our Philosophy	10
Our Policy	10
What You Need to Do	10
What Magellan Will Do	10

Claims Invoice Procedures

Our Philosophy.....	11
Our Policy.....	11
What You Need to Do.....	11
Census and Service Reporting.....	11
Insurance and Eligibility Verification.....	11
Coordination of Billing	11
Daily Rate	12
What Magellan Will Do	12

SECTION 1: INTRODUCTION

Welcome

Welcome to the Early Childhood Supports and Services (ECSS) Provider Handbook Supplement. This document supplements the Magellan National Provider Handbook, addressing policies and procedures specific to the Early Childhood Supports and Services (ECSS) plan. This provider handbook supplement is to be used in conjunction with the [Magellan National Provider Handbook](#) (and Magellan [organizational provider supplement](#), as applicable). When information in this supplement conflicts with the national handbook, or when specific information does not appear in the national handbook, the policies and procedures in the Early Childhood Supports and Services (ECSS) supplement prevail.

Covered Services

The Early Childhood Supports and Services (ECSS) program is designed for children from birth to age five and their families who are facing challenges that might lead to negative outcomes. These challenges can include:

- Behavioral or mental health issues in the child
- Difficulties in attachment between child and parent
- Exposure to trauma or violence in the family or community
- Parental mental health concerns
- Social factors like unstable housing, unemployment, and food insecurity

Families involved with the ECSS program are often at greater risk of becoming involved with the child welfare system and may face adverse early educational experiences, such as being suspended or expelled. If we don't step in with support, these children might experience worsening behavioral and emotional issues, increasing their need for more intensive services and risk of getting involved with child welfare or juvenile justice systems.

To help children develop positively, the ECSS program provides services during those critical early years when supportive relationships really make a difference in brain development, social-emotional growth, and overall well-being.

The program takes a community-based approach to infant and early childhood mental health (IECMH), focusing on strengthening relationships between caregivers and children while minimizing environmental stressors. Some of the core services include:

- **Family-Based Assessment and Planning:** A comprehensive look at the child and family's strengths and needs, leading to personalized care plans that focus on what matters most to them.

- **Health Promotion Activities:** Programs aimed at enhancing wellness, improving parenting skills, and building resilience in both children and their caregivers.
- **Behavioral Health Interventions:** Therapeutic services provided by licensed mental health professionals trained in working with young children.
- **Psychiatric Services:** Evaluation and treatment from qualified psychiatric professionals with expertise in IECMH, when necessary.
- **Caregiver Engagement:** Fostering secure, nurturing relationships between caregivers and children through proven practices and therapies.
- **Resource Navigation:** Helping families connect with local resources to address social needs, such as housing, food access, transportation, early childhood education, and job support.

Additionally, ECSS encourages collaboration among various sectors at local and state levels, working to align with existing systems that serve children to improve outcomes for kids aged 0–5 and their families.

Contact Information

For questions regarding the Early Childhood Supports and Services (ECSS), or for assistance with provider-related inquiries, please use the following contact details:

- Early Childhood and Support Services Member and Provider Services line: 1-800-327-0205
- Email: ecssproviderquestions@magellanhealth.com
- Magellan’s Corporate Compliance Hotline at 1-800-915-2108 or email Compliance@MagellanHealth.com
- Magellan’s Special Investigations Unit Hotline at 1-800-755-0850 or email SIU@MagellanHealth.com

SECTION 2: MAGELLAN'S PROVIDER NETWORK

Network Provider Training

Our Philosophy

Magellan is committed to promoting quality behavioral healthcare services to children and their families by providing ECSS staff with access to and complete necessary training that will allow staff to provide high-quality services and support to participating families.

Our Policy

To provide core training for all ECSS program staff to ensure basic knowledge of:

- Early childhood development
- Cultural competence and cultural humility
- Parent and family engagement
- Offerings and availability (initial and ongoing) for staff at ECSS Sites statewide

What You Need to Do

Your responsibility is to:

- Review and become familiar with the required provider training by going to Provider Communications.
- Ensure agency staff completes all required training.
- Complete required training and attestation prior to service delivery.
- Understand the obligations and comply with the review request.
- Ensure that Resource Navigators complete Community Health Worker (CHW) training as recognized by the Louisiana Community Health Worker Workforce Coalition
- For more details, see the ECSS Training Plan at [Providers](#)

Resource Navigation staff play a vital role in connecting families with services and supports through the Early Childhood Support Services (ECSS) program.

Career Path for Resource Navigation Staff

Training Requirement

- Community Health Worker (CHW) training is delivered virtually by the Louisiana Community Outreach Network (LACHON) and is highly interactive (role plays, breakout groups, discussions).
 - The training consists of 80 hours total:
 - 60 hours of live sessions (4 hours, 3 times per week over approximately 5 weeks)
 - 20 hours of supplemental assignments

- Staff must attend all sessions. Missed sessions must be completed in a future cohort before qualification is granted.

Magellan will cover the cost for one staff member from each agency to attend the training. Training is held quarterly, with limited capacity (~35 participants per cohort).

Employer Responsibility:

- Maintain CHW certificates in personnel files for audit purposes.
- Submit certifications to Magellan for all trained CHW staff.
- Certificates do not need to be submitted to Medicaid in advance.
- If an agency chooses to send additional staff, or the initially trained staff member is replaced, the agency will be responsible for all associated costs per participant.

Qualification for Medicaid Billing

To be eligible to bill Medicaid as a CHW, staff must:

- Successfully complete the CHW training program -OR-
- Document at least 3,000 hours of CHW experience (approximately 1.5 years of full-time work).

Career Progression Framework

To support staff development and ensure compliance, ECSS providers shall follow the career progression outlined below:

- **Entry Level:** Resource Navigation staff hired with no prior CHW training or experience. Staff may provide navigation services but are not eligible to bill Medicaid until training or experience requirements are met.
- **In-Progress:** Staff enrolled in the CHW training program or accumulating qualifying work hours. Employers are responsible for monitoring staff progress and scheduling training within available cohorts.
- **Qualified CHW:** Staff who have either completed CHW training or documented 3,000 hours of CHW experience. Staff at this level are eligible to bill Medicaid for CHW services.
- **Advanced/Peer Specialist Track:** Peer Support Specialists are also required to complete CHW training. Their existing skills are recognized as complementary, supporting advanced career development opportunities within ECSS.

Flexibility in Implementation

- While CHW training is a contractual requirement, providers have flexibility in establishing the specific timeframe for staff to complete the training. However, we expect all resource navigation staff designated as CHWs to complete the training within **one year of hire**.

- Providers are expected to incorporate training completion as part of staff development and career progression, to be documented in their agency workforce plan.
- Staff who have not yet completed training may continue to serve families under supervision, but billing Medicaid as a CHW is only permitted once training or experience requirements are satisfied.

What Magellan Will Do

Magellan's responsibility is to provide delivery of training by:

- Magellan's Training Platform
- Providing virtual assistance as needed

Care Management Overview

Our Philosophy

Magellan's care management process for the ECSS program centers on the unique and developmentally sensitive needs of young children ages 0–5 and their families. We partner with early childhood providers to support each family's journey toward emotional, behavioral, and relational well-being. Magellan's care managers review all assessments and Family Plans of Care to confirm that the child's and caregiver's needs are comprehensively addressed, services are non-duplicative, and plans are individualized. They are also responsible for identifying and recommending additional services or supports to promote the success and long-term well-being of the child and family within the ECSS program.

Our Policy

What You Need to Do for Direct Referrals to Site

Your responsibility is to:

- Collect Referral and Demographic Information:
 - Child and caregiver contact details (name, relationship, phone number, address, email address)
 - Demographic information (age, race/ethnicity, language, etc.)
 - Primary insurer
 - Referral source (e.g., pediatrician, early childhood center, behavioral health provider).
 - Primary reason for referrals (e.g., behavioral concerns, attachment issues, and trauma exposure).
- Obtain authorization from child/caregiver's primary insurance.
- Submit the collected information to Magellan via secure upload.

What Magellan Will Do for Direct Referrals to Site

Magellan's responsibility is to:

- Ensure that ECSS care management staff are available and equipped to support early childhood populations and their caregivers.
- Respond promptly to ECSS site referrals.
- Create the member record in Magellan's clinical system.
- Complete the referral assessment form.
- Provide additional recommended or available services to support the child's and caregiver's/family's success in the program.
- Review the Family Plan of Care and Assessments.

- Upload documents via secure portal.
- A care manager may coordinate/schedule Clinical Workgroup meetings, Clinical Consultations, and/or Clinical Rounds between providers and Magellan staff.

What Magellan Will Do for Referrals Made to Care Management

Magellan's responsibility is to:

- Calls are received by a Customer Experience Associate (CEA).
- CEA creates the member record and contacts the Care Manager to report the new referral.
- Care Manager completes the Referral Assessment.
- Referral Assessment is uploaded via secure portal.

SECTION 4: PROVIDER WEBSITE AND ONLINE RESOURCES

Website

Our Philosophy

Magellan is committed to reducing administrative burdens on our providers by offering web-based tools for retrieving and exchanging information.

Our Policy

The Early Childhood Supports and Services [website home page](#) is where providers can find up-to-date information about the ECSS program. This website will be continually updated, so providers have easy access to information, web-based trainings, handbooks, and other helpful material to assist you with navigating your way around Magellan. We encourage providers to use this website often as a self-service tool for supporting the provider's behavioral health practice.

What You Need to Do

To realize the benefits of the Magellan provider website (and those of our contracted vendors, as directed), you should:

- Have access to a personal computer, internet service provider and current web browser software;
- Visit our website frequently to ensure you have the most recent information take advantage of new capabilities and resources; and
- Provide us with feedback on any difficulties you may experience using our online resources, or on ideas you have for enhancements.

What Magellan Will Do

Magellan's responsibility is to:

- Maintain operation of online services 24 hours per day, seven days per week on a basis.
- Inform users of service problems if they occur, e.g., via email and website notices.
- Use your feedback to continually improve our website capabilities.

Claims Invoice Procedures

Our Philosophy

Magellan is committed to reimbursing our providers promptly and accurately in accordance with our contractual agreements. We strive to inform providers of claims invoicing requirements to facilitate prompt processing.

Our Policy

Magellan reimburses providers according to member eligibility, Medicaid reimbursable rates, and complete and accurate supporting data.

What You Need to Do

1. Census and Service Reporting

- Submit census, client counts, and services provided via the Magellan secure portal.
- Participate in audits to verify census reporting used to justify supplemental daily rate payments.

2. Insurance and Eligibility Verification

- Request information from families on participant enrollment in insurance plans (commercial or other third-party liability coverage).
- Verify Medicaid eligibility through the Medicaid Eligibility Verification System (MEVS) and forward the MEVS response to Magellan for all Medicaid-reimbursable services.
- Assist potentially eligible families in completing Medicaid applications.

3. Coordination of Billing

- Bill non-Medicaid entities before billing the Medicaid Managed Care Organization (MCO) for participants who have non-Medicaid coverage and are Medicaid eligible.
- Bill non-Medicaid entities before billing Magellan for participants with only non-Medicaid coverage who are not Medicaid eligible.
- Utilize Magellan's secure portal when submitting invoices.
- Sites may continue using their own Electronic Health Record (EHR) systems and clearinghouses to submit claims to a child/caregiver's primary insurance.

Daily rate

ECSS sites must submit all required data elements to support the daily rate via the secure portal. Documentation includes:

- Provider costs for operation and delivery of non-Medicaid-reimbursable services and supports.
- Documentation of Medicaid claims submissions and payments received from a child/caregiver's primary insurance.
- Costs for reimbursable services delivered to non-Medicaid-eligible participants, using the Medicaid minimum rate on file.

A complete list of required data elements is available at [Providers](#)

What Magellan Will Do

Magellan's responsibility is to:

- Promptly review submitted invoices and support documentation, requesting additional information or clarifications, if necessary.