Magellan Healthcare of Idaho

Idaho Behavioral Health Plan (IBHP) Member Website Guide

Overview

Magellan Healthcare of Idaho offers Idaho Behavioral Health Plan (IBHP) members an easy-to-use, personalized online member website where you can find important healthcare information in one place.

Use the website to:

- Find providers near you
- Explore your benefits
- Manage your plan
- Access helpful resources

This guide will show you how to:

- Create an account
- Use key features
- Find helpful information

If you have any questions while using the website, call Magellan Member Services at **1-855-202-0973 (TTY 711)**. Once you call Magellan Member Services, please press **2** for technical support.

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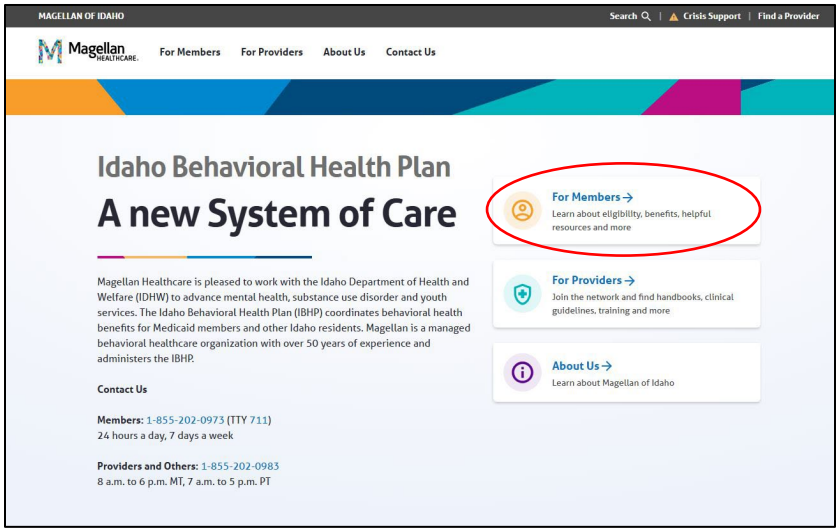
Body 20

Creating an account

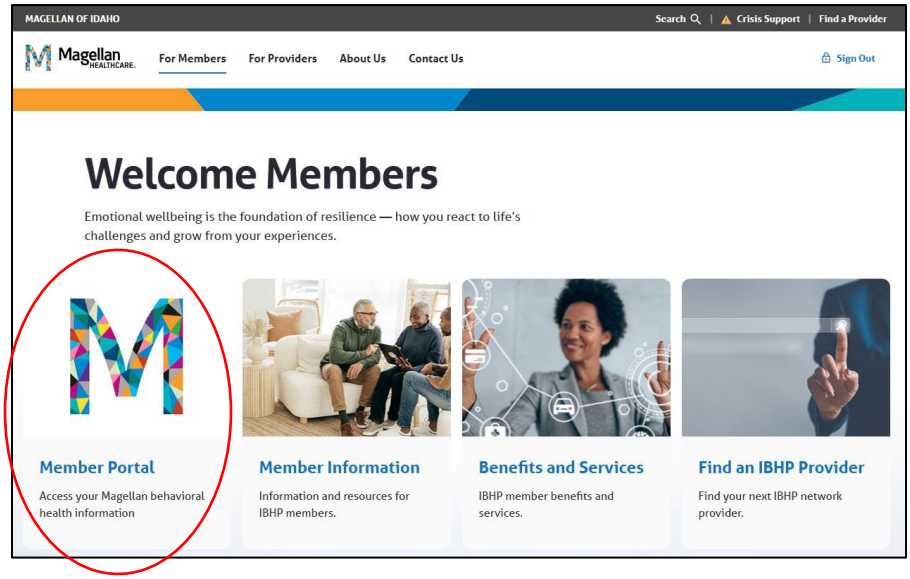
Before you begin, have your **Medicaid ID** card ready or your **Magellan ID number** found in your eligibility letter. You will need it to register your account. If you don't have your Medicaid ID card call Idaho Medicaid at 877-456-1233. If you don't have your Magellan ID number, please call the Magellan Member Helpline at 1-855-202-0973 (TTY 711).

Please note: For parents/guardians of youth who have Medicaid or other Magellan services, but do not have Medicaid or Magellan membership themselves, they will be unable to create an account for the youth on April 21. Magellan is actively working on this enhancement and will be available in the coming months. We apologize for the inconvenience.

1. Visit MagellanofIdaho.com.
2. Click the **For Members** link on the right side of the screen.

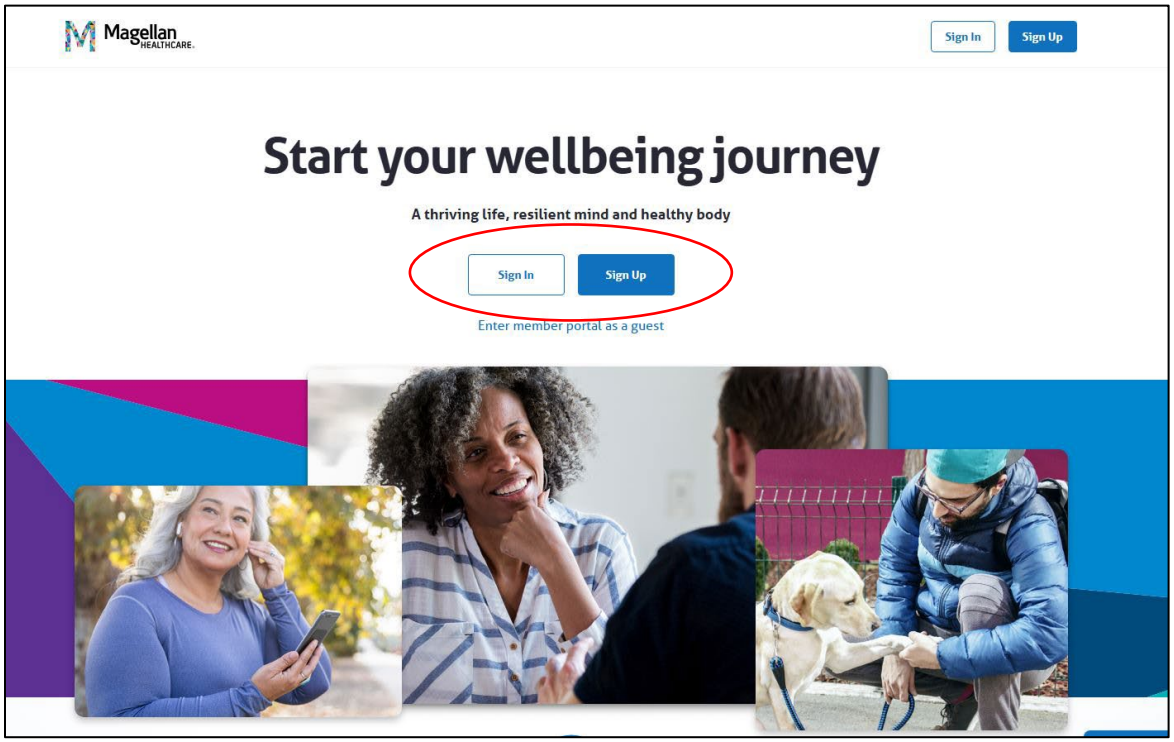


3. On the **For Members** page, click the link for the member website.

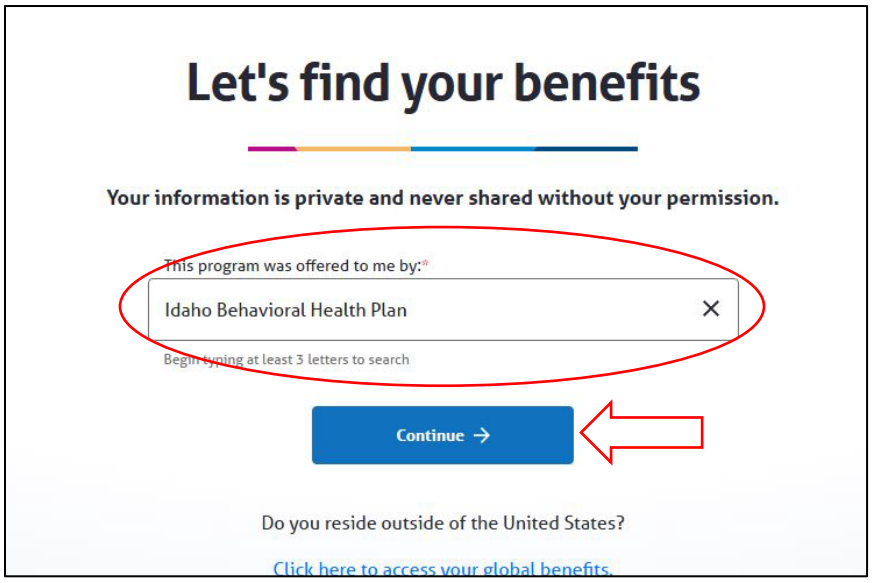


Magellan HEALTHCARE

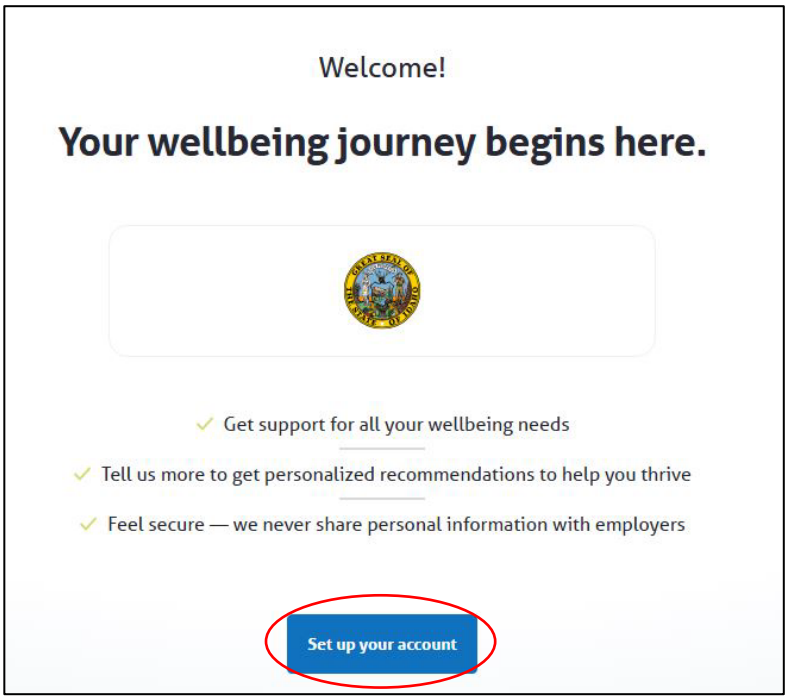
4. If this is your first time signing in to the member website, click the blue **Sign Up** button. If you have already created an account, click the white **Sign In** button.



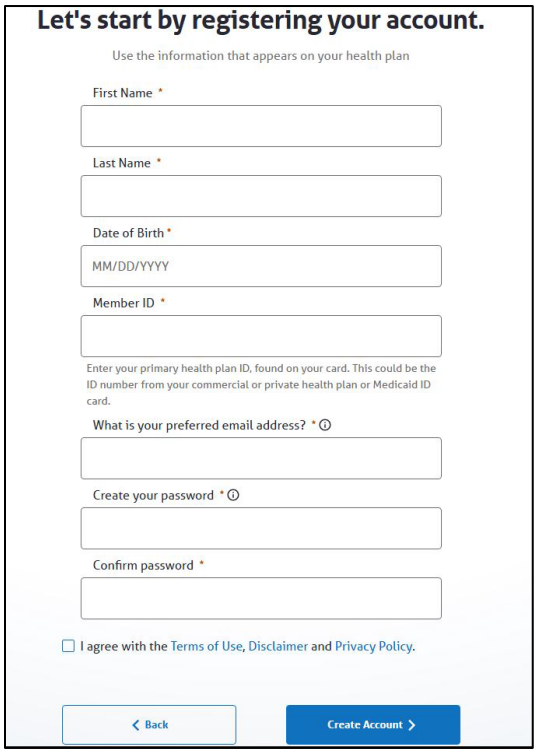
5. After clicking the blue **Sign Up** button, you will see the screen below. Enter **Idaho Behavioral Health Plan** in the text box. This ensures your information is linked to the right health plan. Then, click the blue **Continue** button.



6. On the "**Welcome**" page, click the blue **Set up your account** button.



7. Complete the form below to register your account.

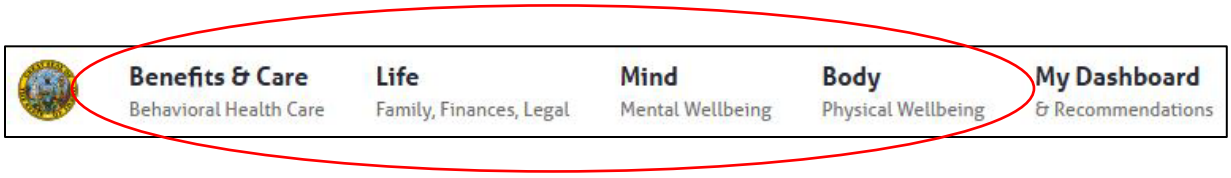


8. Once your account is set up, you'll see your personal dashboard. Here you can explore benefits, resources, and recommendations just for you.

Personal dashboard

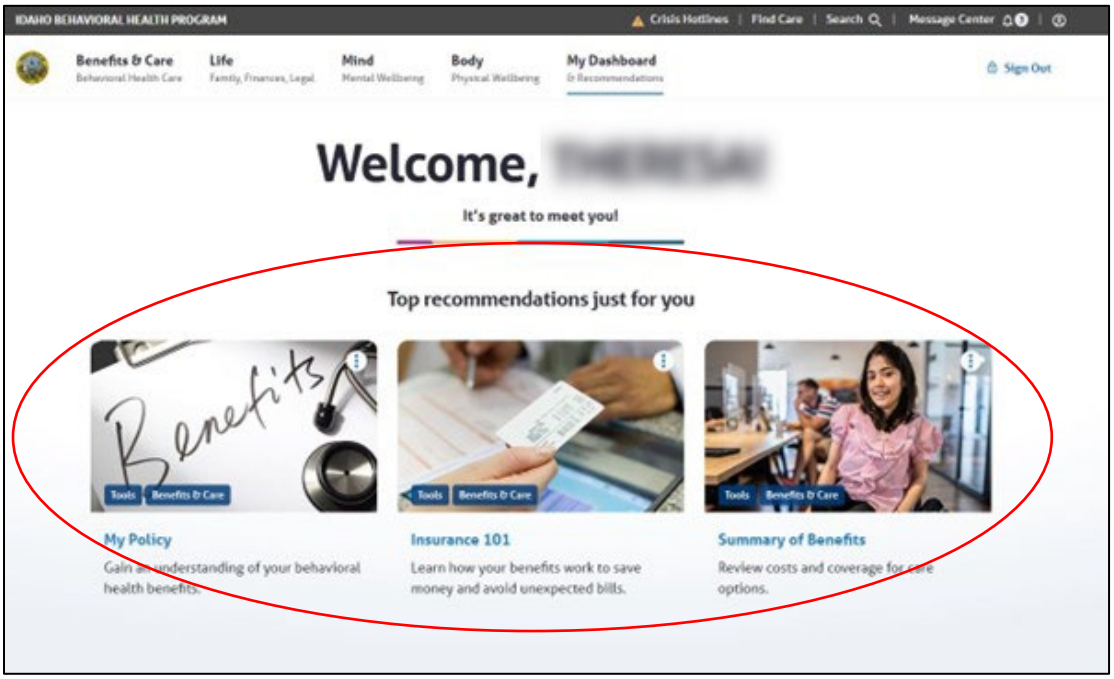
Your personal dashboard is your homepage on the website. It highlights important benefits, resources and recommendations to help you get the most out of your plan. At the top of the page, you'll see four menu options:

1. Benefits & Care
2. Life
3. Mind
4. Body



Top recommendations

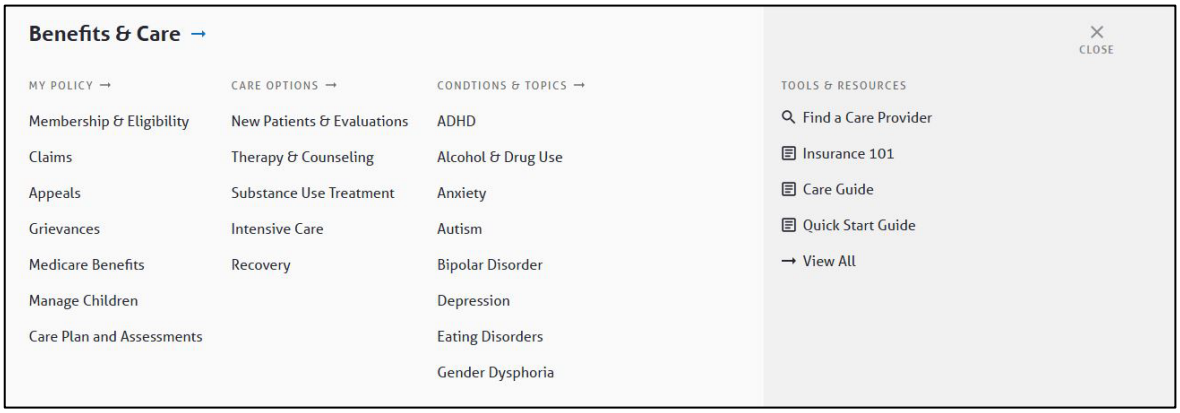
On your personal dashboard, you will see **Top recommendations just for you**. These resources are based on the three short questions you answered when you created your account.



Benefits & Care

The **Benefits & Care** section of your member website has lots of helpful information. Use it to:

- Learn about your behavioral health benefits
- Explore different care options
- Find information on mental health conditions
- Access useful tools and resources

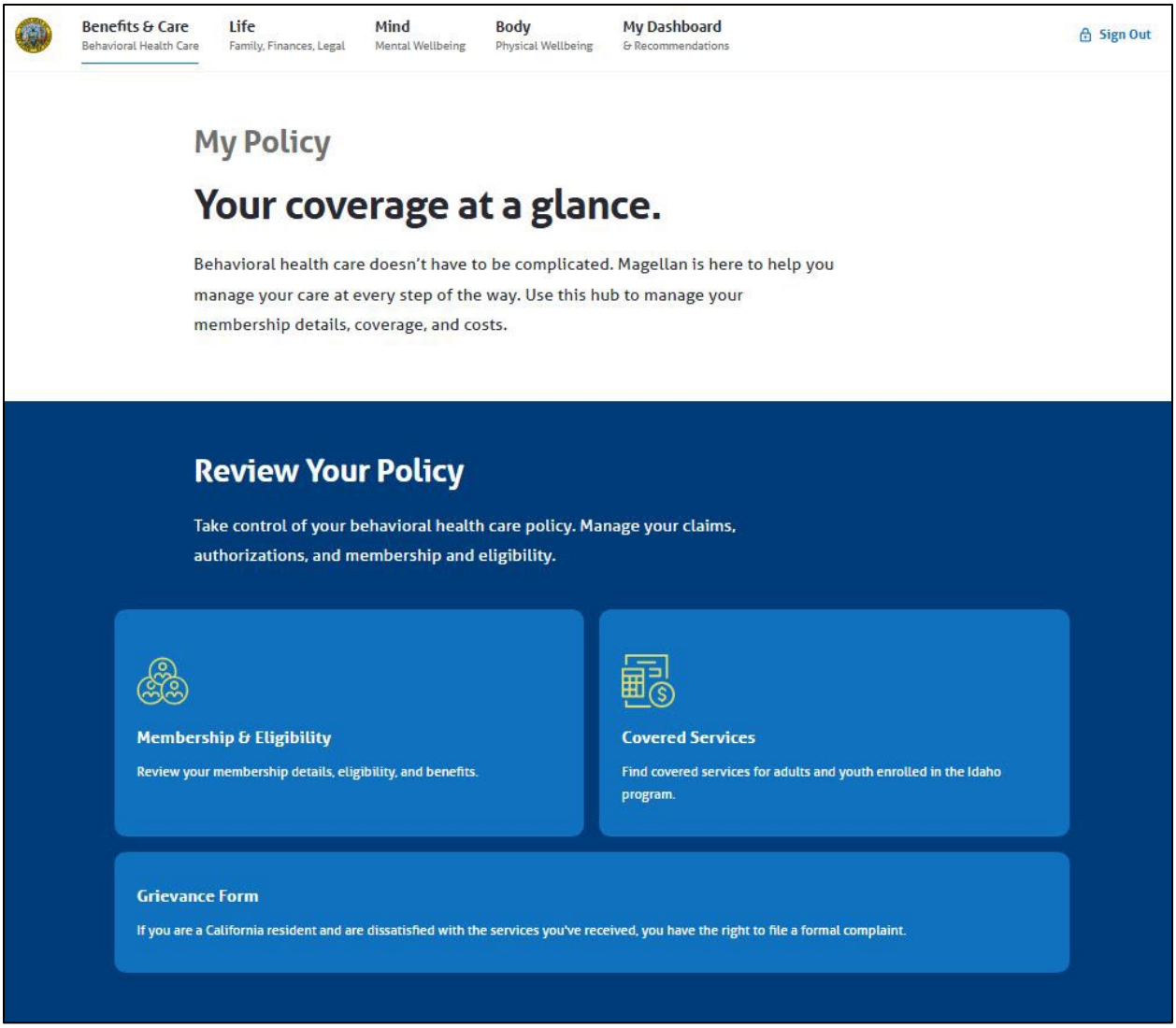


Click the links under **MY POLICY, CARE OPTIONS, CONDITIONS & TOPICS,** and **TOOLS & RESOURCES** to explore more.

Understanding your Coverage

The **My Policy** section in **Benefits & Care** provides important details about your IBHP coverage. Here you can find information on:

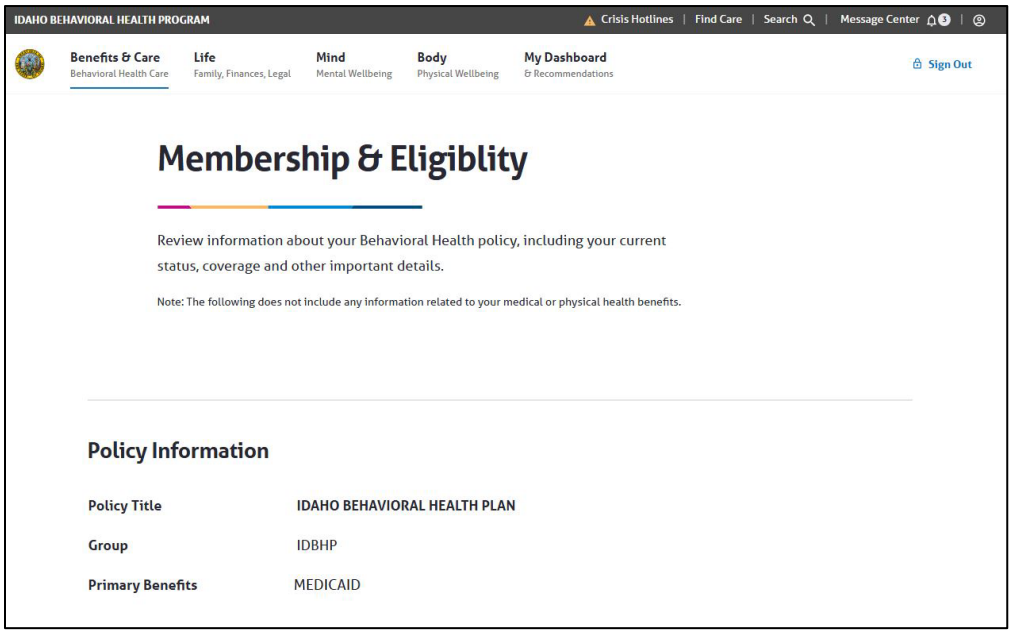
- Membership & Eligibility
- Covered Services
- Claims
- Appeals & Grievances
- Manage Children
- Care Plans and Assessments



Membership & Eligibility

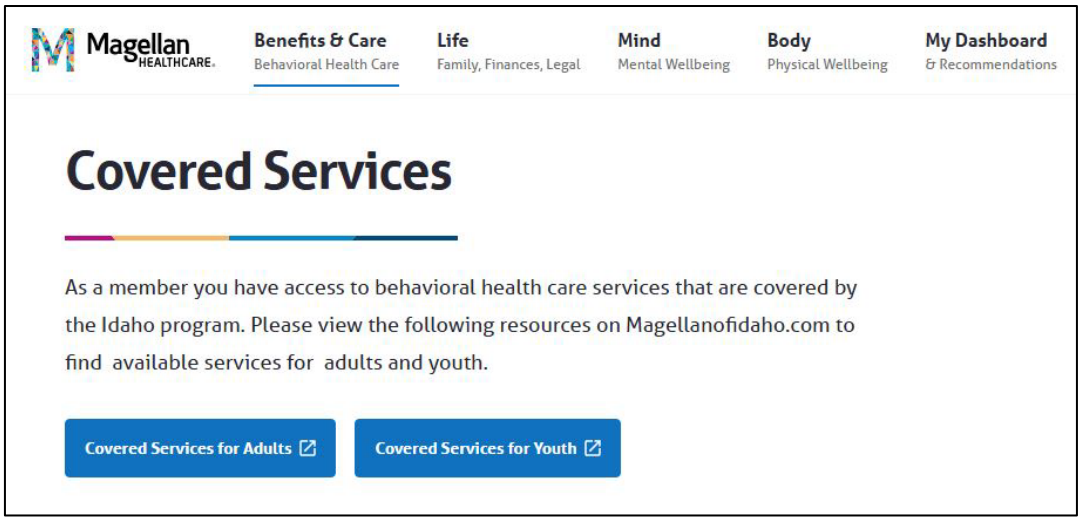
The link to the **Membership & Eligibility** page is under **Benefits & Care**, then **My Policy**. This section provides key details about your IBHP coverage such as:

- Policy Title
- Group
- Primary Benefits



Covered Services

The **Covered Services** page is under **Benefits & Care**, then **My Policy**. This page has two links to the **Covered Services for Adults** and **Covered Services for Youth** pages on MagellanofIdaho.com. As an IBHP member, you have access to the behavioral health services in this section.



Claims

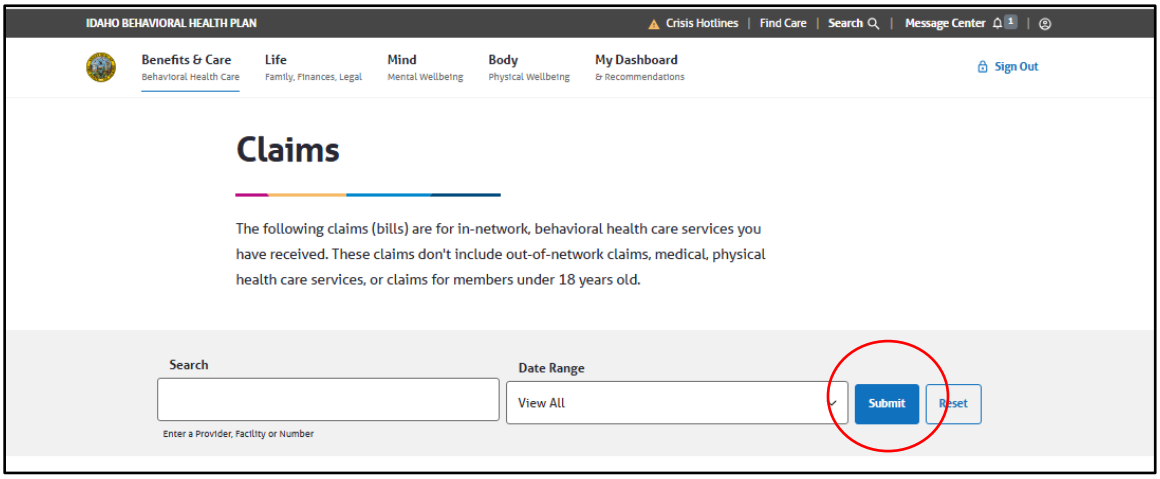
The link to the **Claims** page is under **Benefits & Care**, then **My Policy**. Search for claims, filter by date, and view details about services you've received here.

PLEASE NOTE:

- These claims do not include out-of-network, medical, and physical health care services.
- Claims for members under 18 years old will not appear.

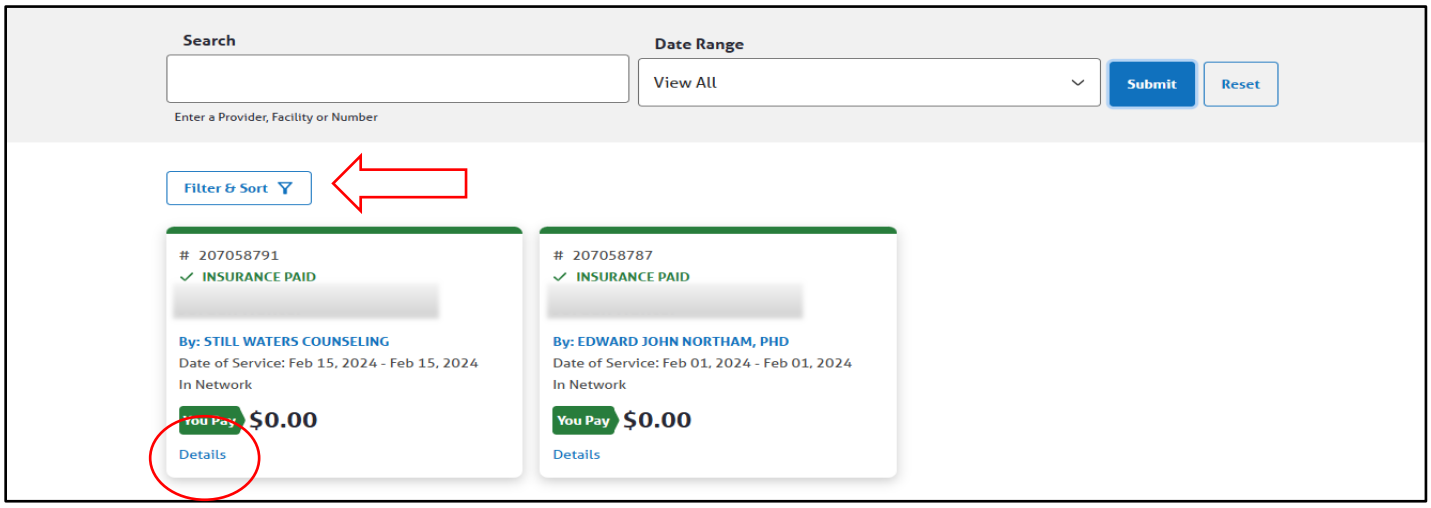
How to view your claims:

1. Enter a provider, facility, or claim number.
2. Select a date range, if needed.
3. Click the blue **Submit** button to display all available claims.



4. Click the white **Filter & Sort** button to view your claims by:
    a. Date
    b. Status
    c. Provider or Facility
    d. Number
    e. Member

5. Click the blue **Details** link at the bottom of the claim tile. Then click each of these links to see more information:
    a. Claims Overview
    b. Billing Summary
    c. Claim Details
    d. Payment Information

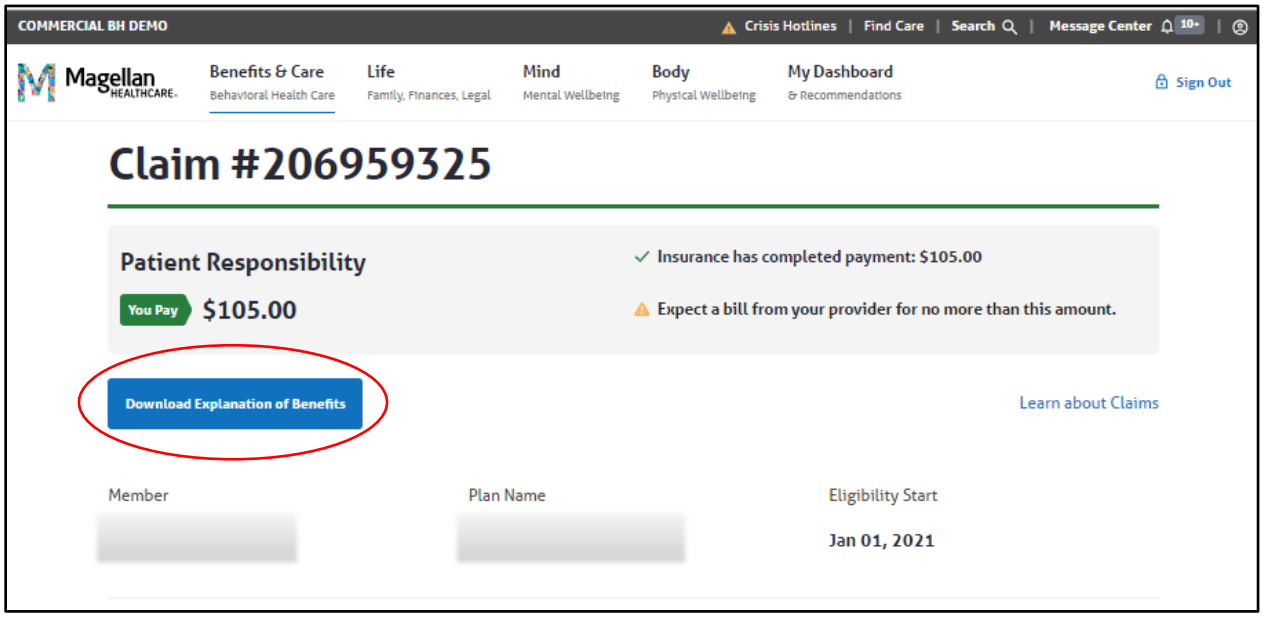


Claims Overview

The first thing you'll see on the **Details** page for each claim is a summary. It includes:

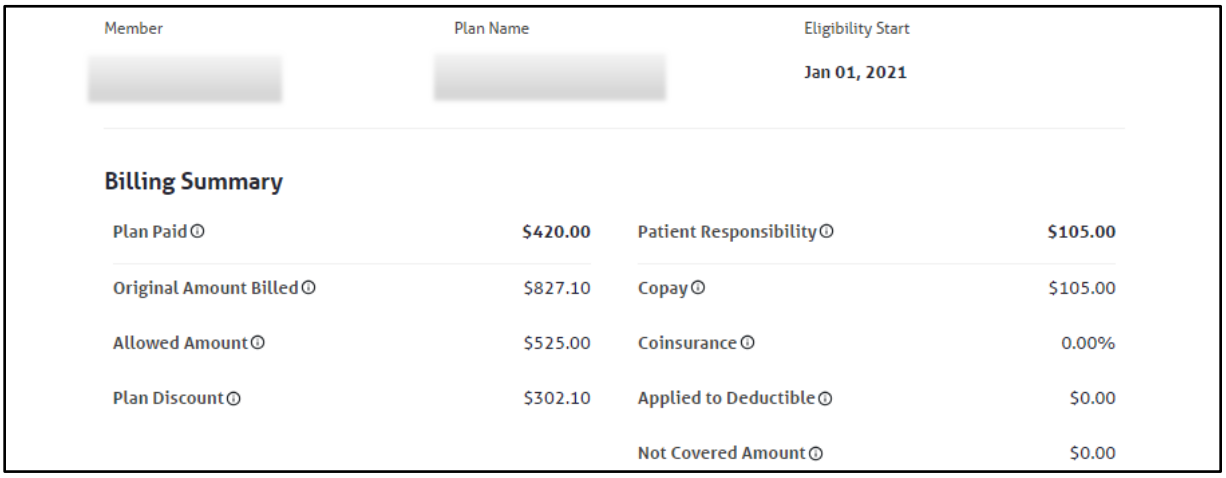
- What your plan has paid toward the claim.
- The amount you may need to pay, if any.
- A notice that your bill will not exceed the amount shown.

Click the blue **Download Explanation of Benefits** button to see more details.



Billing Summary

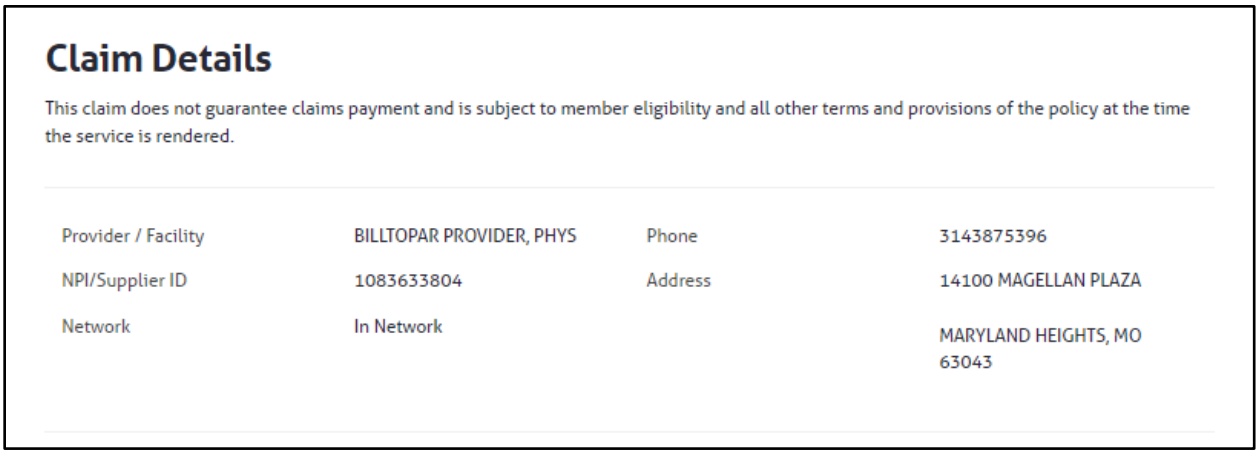
The **Billing Summary** appears below the **Claims Overview** section. It breaks down your claim to show how the total is calculated.



Claim Details

The **Claim Details** section is below the **Billing Summary**. It provides details about the provider, including their:

- Name
- Contact details
- Network status

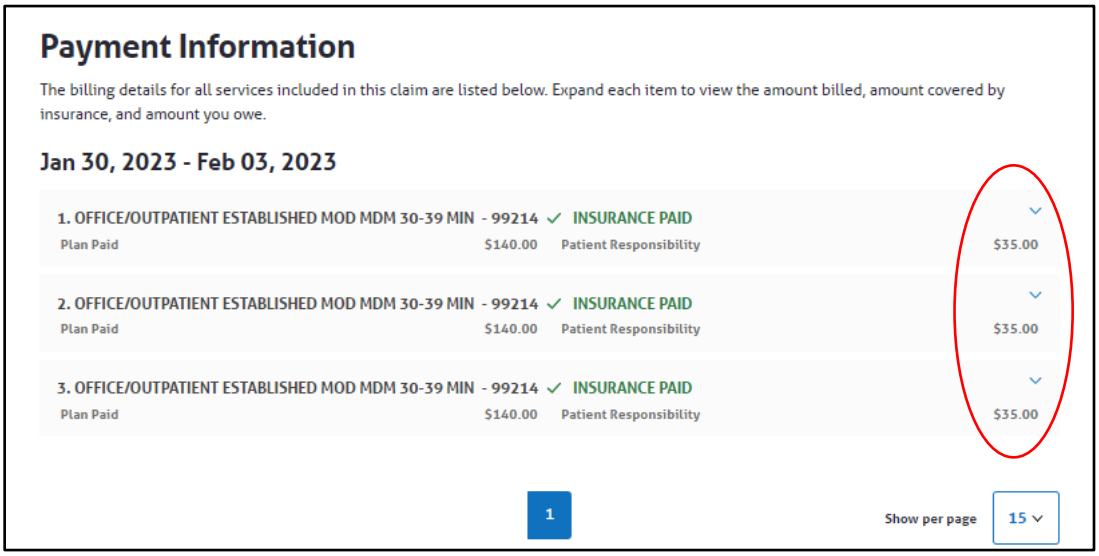


Payment Information

The **Payment Information** section is below the **Claim Details**. It breaks down all services included in the claim and shows:

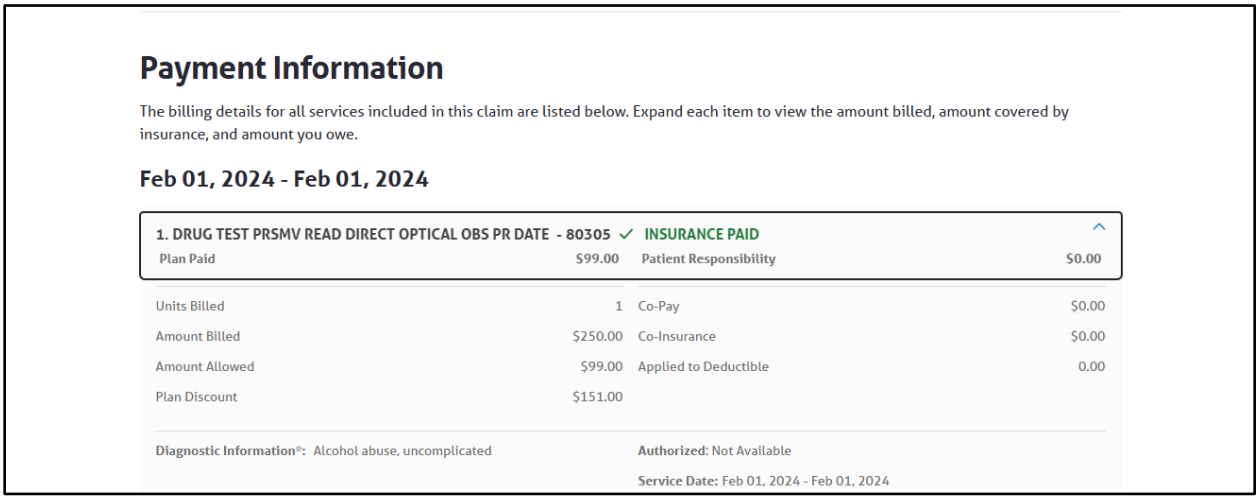
- What was billed
- What your plans cover
- Your share of the cost, if any

Click the blue **down arrow** to the right of each service for more details.



The expanded section will show:

- Billed amounts
- Plan discounts
- Plan payments
- Any remaining balance you may owe, if any



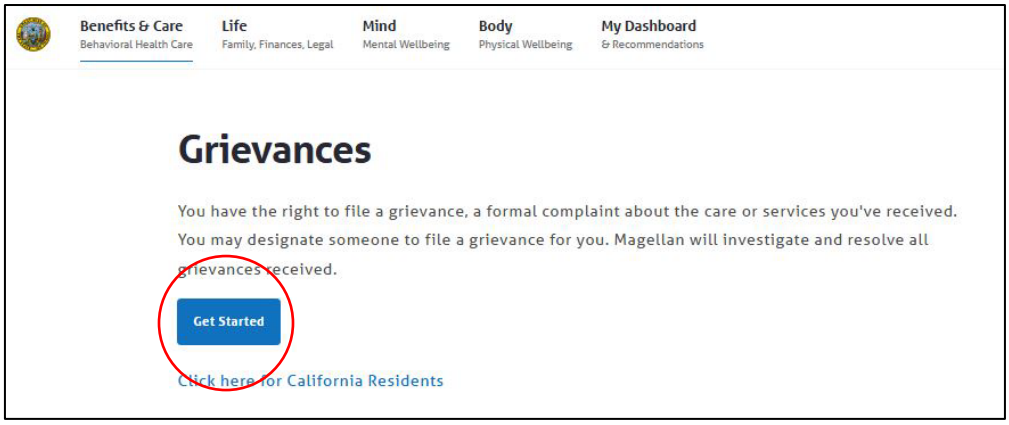
Appeals

The link for the **Appeals** page is under **Benefits & Care**, then **My Policy**. This page has information about:

- When you can file an appeal
- Types of appeals
- What your appeal must include
- Ways to file your appeal
- State Fair Hearings

Grievances/Complaints

The link for the **Grievances** page is under **Benefits & Care**, then **My Policy**. Click the blue **Get Started** button to find out where to call or how to submit a grievance by mail.



Manage Children

The link to the **Manage Children** page is under **Benefits & Care**, then **My Policy**. This page lists the children you have added to your account. It allows you to access their claims and assessments.

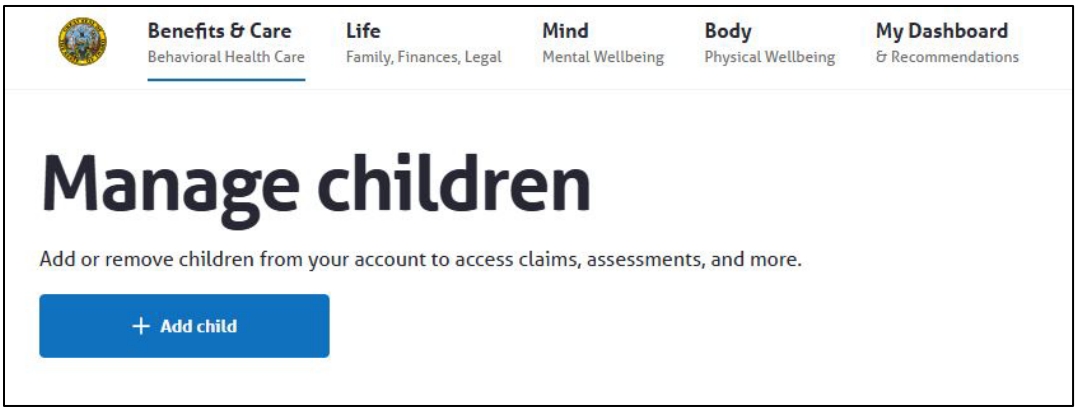


Adding a child

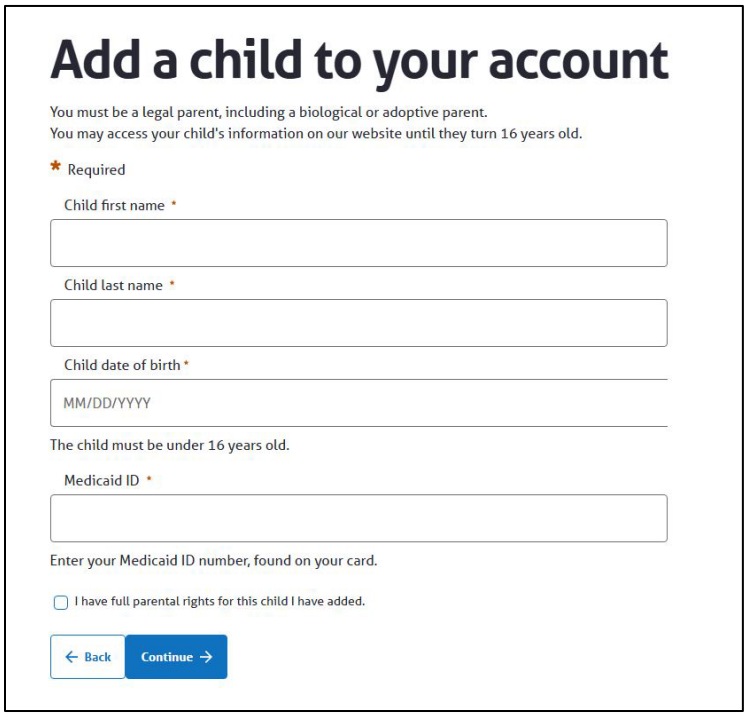
Your child(ren) must have their own **Medicaid ID** or **Magellan ID number** to be added to your account.

To add your child(ren):

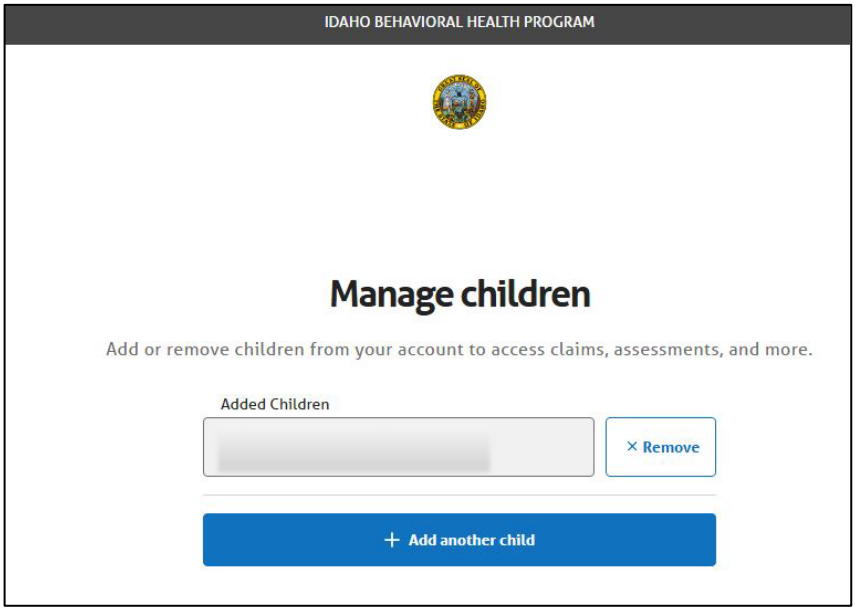
1. Click the blue **Add Child** button.



2. Enter your child's personal information when the "**Add a child to your account**" screen appears. Enter your child's information then click the blue **Continue** button. **You must be the legal parent or guardian of the child to add them to your account.**

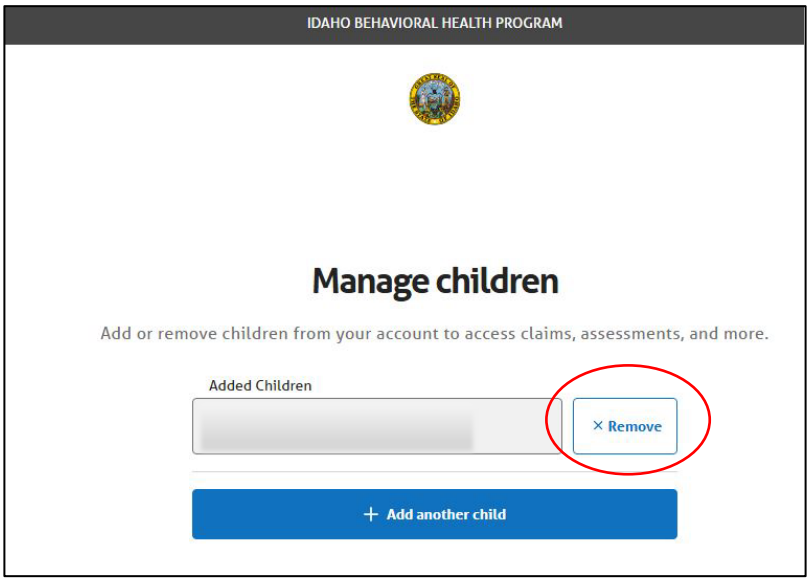


3. The screen below will appear and show the children who have been added to your member website account.



Removing a child

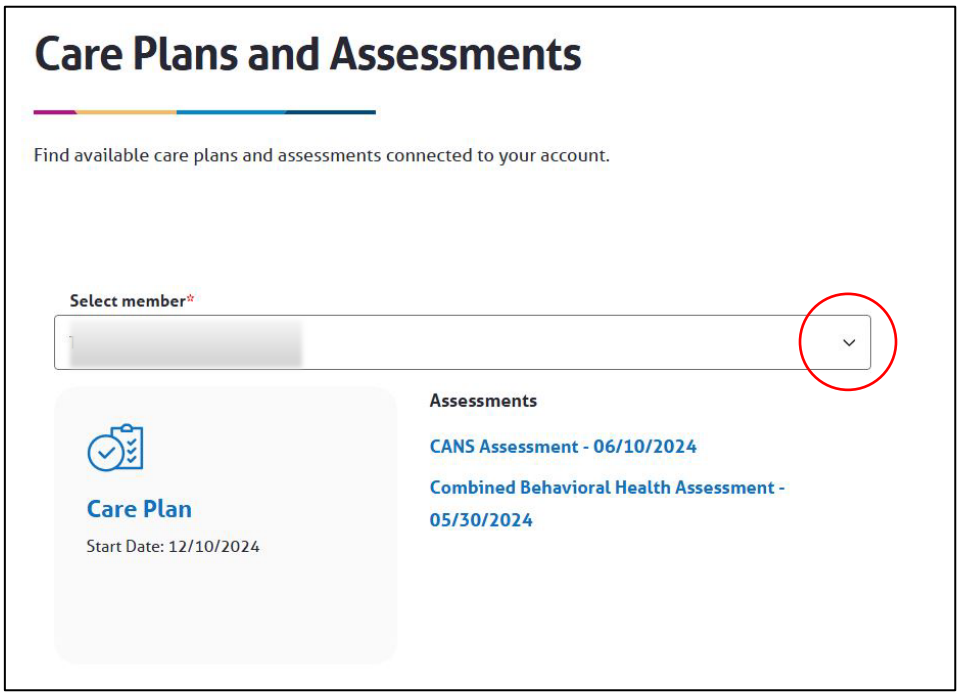
To remove a child from your account, click the white **Remove** button to the right of the child's name.



Care Plans and Assessments

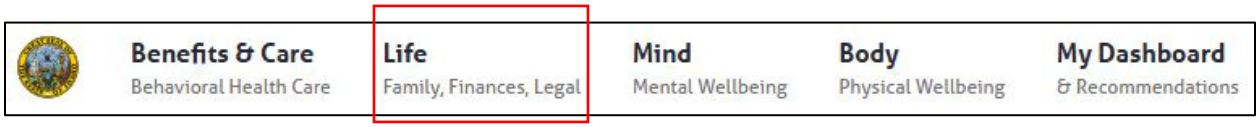
The link to the **Care Plans and Assessments** page is under **Benefits & Care**, then **My Policy**. If you or your child(ren) have a care plan or an assessment (e.g., Child and Adolescent Needs and Strengths (CANS) assessment or Combined Behavioral Health Assessment) linked to your account, it will be listed here.

To see care plans or assessments, click the **dropdown arrow** and select the member's name.



Life

The **Life** dropdown is at the top of your home page or personal dashboard.



Click **Life** to explore helpful resources for everyday life, including:

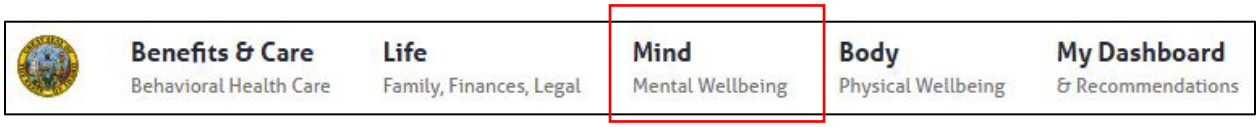
- Caregiving
- Parenting
- Relationships
- Building Connections
- Safety and Stability



You can also use the **All Resources** section on the right side of the dropdown menu to browse articles, videos, tools, and more.

Mind

The **Mind** dropdown is at the top of your home page or personal dashboard.



Click **Mind** to explore helpful resources for everyday life, including:

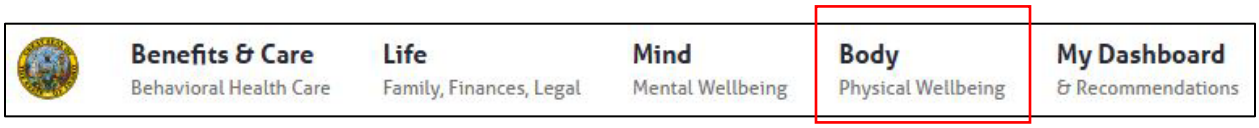
- Mental Healthcare
- Support Groups & Hotlines
- Anxiety
- Depression
- Domestic Abuse
- Gender & Sexuality
- Grief
- PTSD
- Resilience
- Stress
- Alcohol & Drug Use



You can also use the **All Resources** section on the right side of the dropdown menu to browse articles, videos, tools, and more.

Body

The **Body** dropdown is at the top of your home page or personal dashboard.



Click **Body** to explore helpful resources for everyday life, including:

- Aging
- Fitness
- Healthy Eating
- Managing Conditions
- Physical Healthcare
- Sexual Health
- Sleep
- Alcohol & Drug Use



You can also use the **All Resources** section on the right side of the dropdown menu to browse articles, videos, tools, and more.