



Provider Notice

Magellan's user-friendly authorization request and tracking system, Availity, expands to additional levels of care on November 1, 2025

Please share this information with your team members as appropriate.

Magellan implemented the Availity system for select levels of care in May 2023. Magellan is now expanding Availity's capabilities to include the following levels of care:

- MH Acute Inpatient (Initial only)
- ASAM Level 4's (Initial only)
- ASAM Level 3.7 (Initial only)
- ASAM Level 3.5 and 3.5E (Initial only)
- ASAM Level 3.1 (Initial only)
- Assertive Community Treatment (Initial and concurrent)
- Dual Diagnosis Treatment Team (Initial only)
- Multi-systemic Treatment (MST)
- Functional family Therapy (FFT)

These levels of care are currently available in Availity:

- Intensive Behavioral Health Services (Individual, ABA and Group)
- Acute Partial Hospital Program
- Family Based Services
- Psychological Testing
- Residential Treatment Child and Adolescent

Key benefits of Availity include:

- Faster authorization response times – in some cases near-instant approval
- Available on your schedule – 24x7
- Dashboard showing authorization history
- Direct accessibility to applicable clinical guidelines

Availity allows self-service for authorization creation, modification, and checking status.

This portal is accessible through **Availity Essentials (go to Payer Spaces and select Magellan Healthcare, then select Authorizations)**.

If you don't have an Availity Essentials account, visit www.MagellanProvider.com/Availity to learn more about registering and using the portal.

Self-Service Provider Training Materials are available at www.MagellanProvider.com/authsystem. You will find written training materials and instructional videos. These primarily focus on step-by-step instructions and highlight the benefits of using the new portal in lieu of the current method. Resources include:

- A set of videos providing general instructions for common functions are being finalized and will be posted soon (e.g., login, dashboard, general authorization submission, etc.).
- Multiple scenario-specific documents show step-by-step instructions and guidance to submit or extend authorizations for a given clinical scenario.
- The FAQ document is available [here](#).

Magellan Technical Support before November 1: We anticipate that you will likely have questions prior to the launch on November 1, 2025. To provide helpful information to assist you in preparing for the transition, Magellan will host a series of virtual training courses in Teams. The following training sessions will be offered live and then posted on the website for future reference:

- **October 20 from 11:00 a.m.-12:00 p.m.**
 - **Registration:** [Register here](#)
- **October 22 from 2:30 p.m.-3:30 p.m.**

- Registration: [Register here](#)
- **October 23 from 11:00 a.m.-12:00 p.m.**
 - Registration: [Register here](#)

Magellan Technical Support after November 1: We anticipate that you will likely have questions after the launch on November 1, 2025. To provide helpful and real-time support, Magellan staff will be available during a series of Microsoft Teams sessions. Currently we have the following virtual meetings scheduled:

- [November 3 from 1:00-2:00 p.m.](#)
- [November 6 from 11:00 a.m.-12:00 p.m.](#)
- [November 11 from 3:00-4:00 p.m.](#)
- [November 12 from 12:00-1:00 p.m.](#)
- [November 18 from 9:00-10:00 a.m.](#)
- [November 25 from 10:00-11:00 a.m.](#)
- **Each meeting is on Microsoft Teams**

[Join the meetings](#)

- Meeting ID: 220 452 450 170 9
- Passcode: qx2iP2vF
- **Dial in by phone**
 - [+1 417-501-2485, 341309060#](#) United States, Springfield
 - [Find a local number](#)
 - Phone conference ID: 341 309 060#

In addition, please send an email to MBHofPA@magellanhealth.com for any questions the team can address. Thank you.

Availity contact information and provider support is available via Availity Client Services (ACS):

- E-ticketing—Available 24/7 on <https://www.availity.com>.
- Chat—Available throughout the day via Community Support on <https://www.availity.com>.
- Phone—1.800.AVAILITY (282.4548) Monday-Friday 8 a.m. - 8 p.m.ET

Magellan's authorization system via Availity Essentials is powered by TruCare® ProAuth™.

www.MagellanProvider.com

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