



Provider Notice

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

Please watch this webinar training [here](#) from last Thursday for helpful tips and share this information with your team members as appropriate.

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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