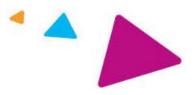


Availity



- Effective November 1, 2025, Magellan is expanding the levels of care available for online authorization submission through the Availity system.
- The portal allows self-service for authorization creation, modification, and checking status and allows providers to see all authorization details.
- **Digital Authorization Request and Tracking System**: Self-service training materials and instructional videos are available at www.MagellanProvider.com/authsystem

You can access the Availity Learning Center by taking the following steps:

- Log in to the <u>Availity Portal</u> (for login assistance please contact, Availity Customer Support at 1-800-282-4548).
- Click **Help & Training** | **Get Trained** in the top navigation bar. The Availity Learning Center displays in a separate tab/window.
- Locate and search by keyword or filter by category to locate the course.
- Once the course is located, click Enroll at the top right of the screen.
- Once you have selected enroll and start, you'll also be able to access a handout.





Levels of Care Currently available in Availity



IBHS

Family Based

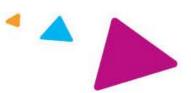
Psych Testing

Acute Partial Hospital

Residential Treatment Facility

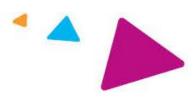
CRR Host Home





- Intensive Behavioral Health Services (IBHS)
 - Available for initial and Concurrent requests. Authorization Requests through Availity can only be submitted by the treating provider.
 - An attachment is required with the submission request.
 - Authorization requests must be submitted at the Prior to the treatment start date. Care Managers cannot approve requests submitted more than 2 days after start date.
 - IBHS can be requested for up to 6 months for Magellan eligible members
 - IBHS will be authorized based on prescription and MNC review.
 - Authorization determination will be available in Availity within 2 business days for initial and 1 business day
 for concurrent requests once all required information is submitted.

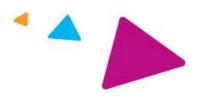




Family Based Services (FBS)

- Available only for initial admission request.
- Authorization Requests through Availity can only be submitted by the treating provider.
- A note and attachment are required with the submission request.
- Authorization requests must be submitted at the time of treatment start or within 2 days of treatment start.
 Care Managers cannot approve requests submitted more than 2 days after treatment start.
- FBS will be authorized based on prescription and MNC review.
- FBS can be requested up to 26 weeks and 999 units
- Authorization determination will be available in Availity within 2 Business Days

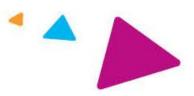




Psychological Testing – Psych Testing

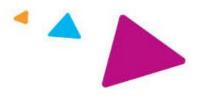
- Available only for initial request.
- Authorization Requests through Availity can only be submitted by the treating provider.
- A brief Clinical note is required with the submission request.
- Authorization requests must be submitted prior to the beginning of testing. Care Managers cannot approve requests submitted more than 2 days after testing start date.
- Psych Testing will be reviewed based on MNC for Magellan eligible members.
- Authorization determination will be available in Availity within 2 business days.





- Acute Partial Hospitalization Partial Hospitalization Program (PHP) Mental Health
 - Available for initial and Concurrent treatment requests.
 - Authorization Requests through Availity can only be submitted by the treating provider.
 - Authorization requests must be submitted at the time of treatment start or within 2 days of treatment start.
 Care Managers cannot approve requests submitted more than 2 days after admission.
 - PHP will be authorized for Magellan eligible members up to 10 days at a time.
 - Authorization determination will be available in Availity within 2 business Days for initial and 1 business day for concurrent requests.



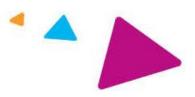


Residential Treatment

- Psychiatric Residential Treatment Facility (PRTF)
- Res Treatment Short-Term Psych TX Only (Non-JCAHO
- Residential Treatment Psych Tx Only (Non-JCAHO)
- Residential Treatment Psychiatric (JCAHO)
- Residential Treatment Psychiatric (Non-JCAHO)
- = Residential Treatment Short-Term Psych (JCAHO)
- Residential Treatment Short-Term Psych (Non-JCAHO)
- Available only for Continued stay request.
- Authorization Requests through Availity can only be submitted by the admitting Residential Treatment facility
 once the member has been admitted.
- An attachment is required with the submission request.
- RTF will be authorized for Magellan eligible members based on prescription and MNC.
- Authorization determination will be available in Availity within 1 business day for concurrent requests.



^{*}Bolded text is how level of care appears in Availity

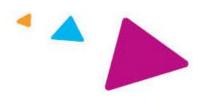


- CRR Host Home Therapeutic Foster Care Psychiatric
- Available only for Continued stay request.
- Authorization Requests through Availity can only be submitted by the admitting Therapeutic Foster Care facility once the member has been admitted.
- An attachment is required with the submission request.
- RTF will be authorized for Magellan eligible members based on prescription and MNC.
- Authorization determination will be available in Availity within 1 business day for concurrent requests.

Bolded text is how level of care appears in Availity



Levels of Care Available through the Availity system effective 11/1/2025



MH Acute Inpatient (Initial only)					
ASAM Level 4 WM (Initial only)					
ASAM Level 4 (Initial only)					
ASAM Level 3.7 WM (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 (Initial only)					
Functional Family Therapy (Initial only)					







Availity should be used once the member arrives at the accepting contracted facility.



This will eliminate the need for verify arrival calls.



Initial 24 hour level of care requests should still be completed telephonically when the referring facility needs assistance with a bed search, or a nonparticipating provider is being considered.



Care Managers will be available 24/7 to review the 24hr level of care requests submitted electronically and telephonically.

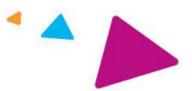


If the request was not complete, a Magellan Care Manager will reach out to the submitting facility to gather any additional information or to facilitate scheduling a Peer Advisor Review.



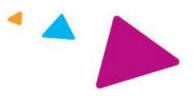
Members who were admitted under Primary Insurance or Medicare and stepping down to Magellan as primary need to be requested telephonically





- Mental Health Acute Inpatient Psych (Inpatient Psychiatric)
 - Available only for initial admission request. Can not be used for continued stay requests- those will continue
 to be conducted telephonically with a Magellan Care Manager. Members who were admitted under Primary
 Insurance or Medicare and stepping down to Magellan as primary need to be requested telephonically.
 - Authorization Requests through Availity can only be submitted by the admitting Psychiatric Inpatient facility
 once the member has been admitted.
 - A brief Clinical note is required with the submission request.
 - Authorization requests must be submitted at the time of admission or within 2 days of admission. Care
 Managers cannot approve requests submitted more than 2 days after admission.
 - Inpatient Psychiatric will be authorized for Magellan eligible members for 3 days.
 - Authorization determination will be available in Availity within 1 Day.
- This eliminates the need for Crisis Center's, Emergency Room Departments, Assessment Centers and others to telephonically request authorization for Mental Health Acute Inpatient Psych Inpatient Psychiatric.
- This will reduce provider staff time for requesting authorizations, eliminate the need for verify arrivals, and reduce authorization errors of incorrect facilities or locations being approved.
- Requests that require a bed search or non-par agreement need to be completed telephonically.
- Bolded text is how level of care appears in Availity



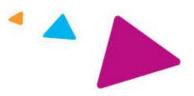


ASAM 4.0: Medically-Managed Intensive Inpatient Services (ASAM Level 4 Sub Related Disorder) & ASAM 4.0 WM: Medically-Managed
Intensive Inpatient Withdrawal (ASAM Level 4 Detox)



- Available only for initial admission request. Can not be used for continued stay requests- those will continue to be conducted telephonically with a Magellan Care Manager. Members who were admitted under Primary Insurance or Medicare and stepping down to Magellan as primary need to be requested telephonically.
- Authorization Requests through Availity can only be submitted by the admitting Level 4 Inpatient facility once the member has been admitted.
- A brief Clinical note is required with the submission request.
- Authorization requests must be submitted at the time of admission or within 2 days of admission. Care Managers cannot approve requests submitted more than 2 days after admission.
- ASAM 4.0 & ASAM 4.0 WM will be authorized for Magellan eligible members for an initial 5 days.
- Authorization determination will be available in Availity 1 day.
- This eliminates the need for Crisis Center's, Emergency Room Departments, Assessment Centers and others to telephonically request authorization for ASAM 4.0 and ASAM 4.0 WM.
- This will reduce provider staff time for requesting authorizations, eliminate the need for verify arrivals, and reduce authorization errors of incorrect facilities being approved.
- Requests that require a bed search or non-par agreement need to be completed telephonically.
- Bolded text is how level of care appears in Availity

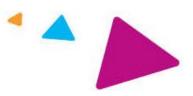




- ASAM 3.7 WM- Medically Monitored Inpatient Withdrawal Management (ASAM Level 3.7 Detox)
 - Available only for initial admission request. Can not be used for continued stay requests- those will continue to be conducted telephonically with a Magellan Care Manager. Members who were admitted under Primary Insurance or Medicare and stepping down to Magellan as primary need to be requested telephonically.
 - Authorization Requests through Availity can only be submitted by the admitting Level 3.7 WM facility once the member has been admitted.
 - A brief Clinical note is required with the submission request.
 - Authorization requests must be submitted at the time of admission or within 2 days of admission. Care Managers cannot approve requests submitted more than 2 days after admission.
 - ASAM 3.7 WM can be requested for up to 5 days for initial requests for Magellan eligible members.
 - Authorization determination will be available in Availity within 1 day.
- This eliminates the need for Crisis Center's, Emergency Room Departments, Assessment Centers and others to telephonically request authorization for ASAM 3.7WM
- This will reduce provider staff time for requesting authorizations, eliminate the need for verify arrivals, and reduce authorization errors of incorrect facilities being approved.
- Requests that require a bed search or non-par agreement need to be completed telephonically.

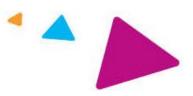
Bolded text is how level of care appears in Availity





- ASAM 3.7 Medically Monitored Intensive Inpatient Services (ASAM Level 3.7 Sub Related Disorder)
 - Available only for initial admission request. Can not be used for continued stay requests- those will continue to be conducted telephonically with a Magellan Care Manager. Members who were admitted under Primary Insurance or Medicare and stepping down to Magellan as primary need to be requested telephonically.
 - Authorization Requests through Availity can only be submitted by the admitting Level 3.7 WM facility once the member has been admitted.
 - A brief Clinical note is required with the submission request.
 - Authorization requests must be submitted at the time of admission or within 2 days of admission. Care Managers cannot approve requests submitted more than 2 days after admission.
 - ASAM 3.7 can be requested for up to 16 days for initial requests for Magellan eligible members.
 - Authorization determination will be available in Availity within 1 day.
- This eliminates the need for Crisis Center's, Emergency Room Departments, Assessment Centers and others to telephonically request authorization for ASAM 3.7
- This will reduce provider staff time for requesting authorizations, eliminate the need for verify arrivals, and reduce authorization errors of incorrect facilities being approved.
- Requests that require a bed search or non-par agreement need to be completed telephonically.
- Bolded text is how level of care appears in Availity



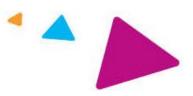


• ASAM 3.5 Clinically Managed, High Intensity Residential & 3.5E Services – ASAM Level 3.5 Sub Related Disorder (ASAM 3.5 Sub Related Disorder & ASAM 3.5 Enhanced Sub Related Disorder)



- Available only for initial admission request. Can not be used for continued stay requests- those will continue to be conducted telephonically with a Magellan Care Manager. Members who were admitted under Primary Insurance or Medicare and stepping down to Magellan as primary need to be requested telephonically.
- Authorization Requests through Availity can only be submitted by the admitting Level 3.7 WM facility once the member has been admitted.
- A brief Clinical note is required with the submission request.
- Authorization requests must be submitted at the time of admission or within 2 days of admission. Care Managers cannot approve requests submitted more than 2 days after admission.
- ASAM 3.5 and 3.5E can be requested for up to 16 days for initial requests for Magellan eligible members.
- Authorization determination will be available in Availity within 1 day.
- This eliminates the need for Crisis Center's, Emergency Room Departments, Assessment Centers and others to telephonically request authorization for ASAM 3.5 and ASAM 3.5E
- This will reduce provider staff time for requesting authorizations, eliminate the need for verify arrivals, and reduce authorization errors of incorrect facilities being approved.
- Requests that require a bed search or non-par agreement need to be completed telephonically.
- Bolded text is how level of care appears in Availity

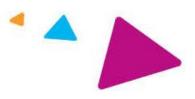




- ASAM 3.1 (ASAM Level 3.1 Sub Related Disorder)
- Available for initial admission requests only. Can not be used for continued stay requests- those will continue to be conducted
 telephonically with a Magellan Care Manager. Members who were admitted under Primary Insurance or Medicare and stepping down to
 Magellan as primary need to be requested telephonically.
 - Authorization Requests through Availity can only be submitted by the admitting Level 3.1 facility once the member has been admitted.
 - A stepdown from a higher level of care should be reviewed telephonically
 - A brief Clinical note is required with the submission request.
 - Authorization requests must be submitted at the time of admission or within 2 days of admission. Care Managers cannot approve requests submitted more than 2 days after admission.
 - ASAM 3.1 can be requested for up to 30 days for Bucks, Cambria, Lehigh, Montgomery and Northampton Counties/45 days for Bedford and Somerset Counties for initial requests for Magellan eligible members.
 - Authorization determination will be available in Availity within 1 day.
- This will reduce provider staff time for requesting authorizations, eliminate the need for verify arrivals, and reduce authorization errors of incorrect facilities being approved.

Bolded text is how level of care appears in Availity

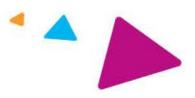




- Assertive Community Treatment (ACT) (ACT/PACT)
- Available for initial and concurrent requests.
- Authorization Requests through Availity can only be submitted by the Servicing ACT provider once the member has been accepted.
 - A brief Clinical note is required with the submission request for initial authorizations.
 - Providers will be required to upload the Treatment Plan, Crisis Plan, Medication list, ATR and psychiatric evaluation for both initial and concurrent.
 - Authorization requests must be submitted within 2 days of the service start date or requested authorization start date. Care
 Managers cannot approve requests submitted more than 2 days after admission.
 - ACT can be requested for up to 6 months for Magellan eligible members.
 - Authorization determination will be available in Availity within 2 business days.
- This eliminates the need for ACT providers to fax members clinical information to Magellan and will reduce staff time in requesting authorizations.

Bolded text is how level of care appears in Availity



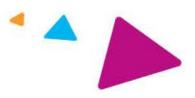


- Dual Diagnosis Treatment Team (DDTT)
- Available for initial requests only.
- Authorization Requests through Availity can only be submitted by the Servicing DDTT provider once the member has been accepted.
 - Providers will be required to upload the DDTT Referral form, Individualized Service Plan (ISP) and psychiatric evaluation
 - Authorization requests must be submitted within 2 days of the service start date or requested authorization start date
 - Care Managers cannot approve requests submitted more than 2 days after admission.
 - DDTT can be requested for up to 6 months for Magellan eligible members.
 - Authorization determination will be available in Availity within 2 business days.
- This will reduce provider staff time for requesting authorizations.
- Bolded text is how level of care appears in Availity



- Multisystemic Therapy (MST) under IBHS Service Type (For Bedford/Somerset Counties only)
- Search by code: H2033UB which will display MULTISYSTEMIC THERAPY JUVENILES PER 15 MINUTES
- Available for initial requests only.
- Authorization Requests through Availity can only be submitted by the Servicing MST provider once the member has been accepted.
 - Providers will be required to upload the attachment
 - Authorization requests must be submitted within 2 days of the service start date or requested authorization start date. Care
 Managers cannot approve requests submitted more than 2 days after admission.
 - MST can be requested for up to 6 months for Magellan eligible members.
 - Authorization determination will be available in Availity within 2 business days.
- This will reduce provider staff time for requesting authorizations.
- Bolded text is how level of care appears in Availity

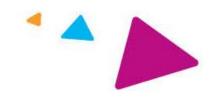




- Functional Family Therapy (FFT) (For Bedford Somerset Counties only)
- Available for initial requests only.
- Authorization Requests through Availity can only be submitted by the Servicing FFT provider once the member has been accepted.
 - Providers will be required to upload the attachment
 - Authorization requests must be submitted within 2 days of the service start date or requested authorization start date. Care
 Managers cannot approve requests submitted more than 2 days after admission.
 - FFT can be requested for up to 6 months for Magellan eligible members.
 - Authorization determination will be available in Availity within 2 business days.
- This will reduce provider staff time for requesting authorizations.
- Bolded text is how level of care appears in Availity



Existing Levels of Care in Availity



Existing Levels of Care	Initial	Concurrent	Note	Attachment	Units/Days Authorized
	IIIItiat	Concurrent	Note	Attacilillent	Offics/ Days Authorized
IBHS	X	х		Х	Up to 6 months
Family Based					
	X		Х	Х	Up to 8 months
Psych Testing	.,		.,	.,	
	Х		Х	X	Up to 3 months
Acute Partial Hospital	X	X			Up to 2 weeks
Residential Treatment Facility					
		Х		х	Varies by County
CRR Host Home					
		X		X	Varies by County

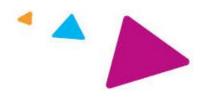


New Levels of Care in Availity

New Levels of Care	Initial	Concurrent	Note	Attachment	Days Authorized
MH Acute Inpatient	x		X		initial 3 days
ASAM Level 4 & ASAM Level 4 WM	X		X		initial 5 days
ASAM Level 3.7 & ASAM Level 3.7WM	X		X		Up to 5 days
ASAM Level 3.7 Sub Related Disorder	X		x		Up to 16 days
ASAM Level 3.5 and 3.5E	X		X		Up to 16 days
ASAM Level 3.1	X		x		Up to 30 days
Assertive Community Treatment (ACT)	X	x	x	X	Up to 6 months
Dual Diagnosis Treatment Team (DDTT)	X			X	Up to 6 months
Multi-Systemic Treatment (MST)	X			X	Up to 6 months
Functional Family Therapy (FFT)	X			X	Up to 6 months



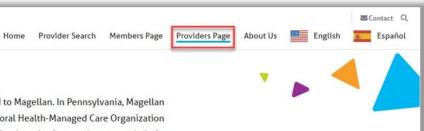
Availity Office Hours and Trainings



- Magellan has 3 training sessions on 10/20, 10/22 and 10/23 prior to Go-Live on 11/1/2025
- We anticipate that you will likely have questions following the launch on November 1, 2025. To provide helpful and real-time support, Magellan team members will be available during a series of online technical assistance sessions post 11/1/25 launch. Dates and links will be communicated and posted on the website.
- Availity Contact Information
 - Availity 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 8a.m.-8p.m.



www.magellanofpa.com



Magellan Behavioral Health of Pennsylvania (Magellan) welcomes you as a "provider" in HealthChoices and to Magellan. In Pennsylvania, Magellan works with county partners in Bucks, Cambria, Lehigh, Montgomery and Northampton counties. As a Behavioral Health-Managed Care Organization (BH-MCO), Magellan manages members' benefits in coordination with you – our network providers. This makes it easier for members to get help for their mental health and drug or alcohol concerns.

All of the information and resources available to you are listed below, including provider resources, quality improvement information, county information, our services and programs, and community resources.

+ Provider Manual

Provider Announcements

Magellan's *Provider Focus is* our e-newsletter for providers. You'll find current articles and information relating to Magellan and our local servic centers. You'll also find past issues of *Provider Focus*. Check back as a new issue of our newsletter is released each quarter.

Recent Communications

-

Magellan

October 9, 2025: Update to September 16, 2025 announcement for Magellan's User-Friendly Authorization Request and Tracking System, Availity, Expansion Scheduled for November 1, 2025

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

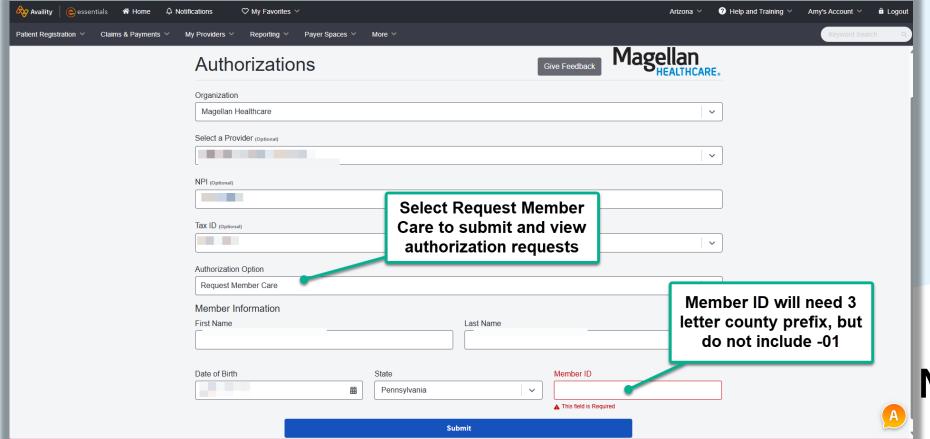
- Meeting ID: 220 452 450 170 9
- Passcode: qx2iP2vF
- · Dial in by phone

1 417 501 2495 241200050# United States Springfield



TIPS

- For all inquiries (entering an auth and viewing an auth) REQUEST MEMBER CARE must be selected, Do
 not select View Authorizations.
- Member ID needs 3 letter County Prefix BUC, MNT, NOH, LEH, CAM, SBC
- When initially entering member ID, leave off **-01**. the -01 can be used at other ID fields within the online auth tool.









Troubleshooting

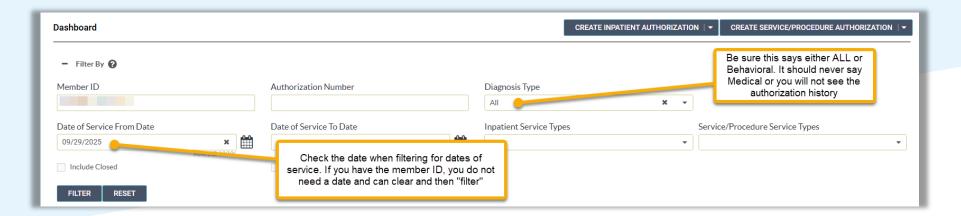
Access issues - Check in with your IT department before making setting changes.

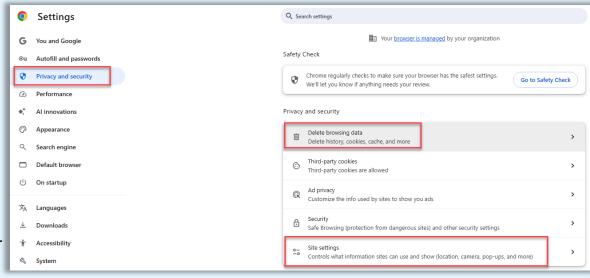
- Check your browser settings (this is a chrome example ⇒)
 - ☐ Clear cache/cookies
 - Pop-up blockers

Trouble seeing prior authorizations on the member's dashboard

- Check the Date of Service. The date could be outside the range.
- You can remove the date if you have a member ID in the Member ID fields
- Check Diagnosis Type field. It should say All or Behavioral, never Medical or authorizations will not display

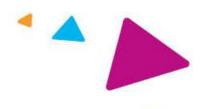








Phone Resources





Provider Services Contact Information

Bucks/Montgomery: (877) 769-9779

Cambria/Somerset Bedford: (800) 424-3711

Lehigh/Northampton: (866) 780-3368

Fraud & Abuse: (800) 755-0850

Member Services Contact Information

Bucks: (877) 769-9784

Cambria: (800) 424-0485

Lehigh: (866) 238-2311

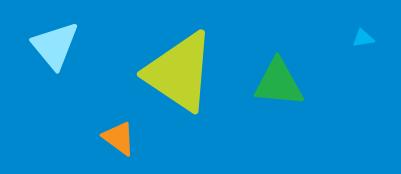
Montgomery: (877) 769-9782

Northampton: (866) 238-2312

Somerset/Bedford: (800)-424-5860



THANK YOU!



Confidentiality statement



The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to Magellan members. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of Magellan Health, Inc., a subsidiary of Centene Corporation.

The information contained in this presentation is intended for educational purposes only and is not intended to define a standard of care or exclusive course of treatment, nor be a substitute for treatment.

The information contained in this presentation is intended for educational purposes only and should not be considered legal advice. Recipients are encouraged to obtain legal guidance from their own legal advisors.

