

Provider FAQ for Somerset and Bedford Counties – As of November 10, 2025

1. When was the “Go Live” date?

- November 1, 2025.

2. When will the updated provider handbook be available?

- The updated provider handbook is available [here](#).

3. What contracted location should providers use for billing?

- Providers must bill from the location where the rendering service is contracted and where the service was rendered. If the service is completed in the community, the place of service is used to identify the location, but the service billed on a claim is from where the service is contracted.

4. What can I expect during the credentialing/contracting process with Magellan and BHSSBC?

- If you are already participating with Magellan, and the service location holds current Magellan credentialing, you will receive an amendment to add the location(s) to Somerset and Bedford Counties with codes/rates that reflect your current contracts.
- If any location is not credentialed with Magellan, you will receive a credentialing application for each rendering service location that will need to be contracted. Once credentialing is complete, you will be issued a contract amendment or full contract depending on your current participation with Magellan.
- Magellan will process clean submitted credentialing applications within 60 days.
- You may require a site visit to complete credentialing if the location does not hold a license or accreditation. A Magellan representative will outreach you to schedule.
- When the contract is complete, you will receive a welcome letter from Magellan with information on getting set up in the Magellan secured website ([Magellan Health, Inc. | Providers | User Sign In](#)).

5. Will there be any training available?

- A live training session was held at Camp Allegheny’s Dining Hall on August 12, 2025. Please click [here](#) for the PowerPoint slides.
- Micro Trainings are currently available [here](#). Click on Micro Trainings on the webpage to find many current videos, and we plan to add future trainings moving forward.

- Magellan has been hosting live open office hours on a weekly basis. The current schedule for November is available [here](#).

6. How can I learn more about Magellan’s authorization request system, and specifically the updates starting November 1, 2025?

- Magellan’s provider announcement dated October 30, 2025, is available [here](#). Be sure to refer to resources, support, and a recording of the October 23 training.

7. How can I find the current providers in-network with Magellan?

- The current provider directory for Somerset and Bedford Counties is available as a pdf on www.magellanoftpa.com website on the counties’ webpage, with an effective date of October 28. Each month we will post an updated version of the pdf. As of October 14, the provider search webtool on the www.magellanoftpa.com website includes a Somerset-Bedford dropdown choice to allow for ongoing and immediate access to the current listing of providers available in Somerset and Bedford Counties.

8. Will there be Magellan representatives in Somerset and Bedford Counties that I can contact for questions?

- Yes, we have a full staff of professionals working in Somerset and Bedford Counties. In addition, you can send your questions to SomersetBedfordProviderQ@magellanhealth.com. We will reply to your question, or you can call the Provider Services phone # at 1-800-424-3711 starting on November 1 to receive assistance.