



Magellan Compliance Notebook

Magellan Behavioral Health of Pennsylvania, Inc. (Magellan) strives to be proactive and use education as a preventative tool to help ensure our members receive the highest quality of care through you, the provider. The Compliance Department at Magellan is committed to sending monthly e-mails to targeted providers regarding a Compliance-related subject.

This e-mail communication is specific to your HealthChoices (Pennsylvania Medicaid) Contract with Magellan.

Except as otherwise permitted or required by law, and in compliance with the Health Insurance Portability and Accountability Act (HIPAA) regulations, Magellan does not use or disclose Protected Health Information (PHI) for purposes other than payment, treatment, or health care operations without valid written authorization from the member/ personal representative. In many cases, Magellan requires valid written authorization from the member/personal representative even for treatment, payment, or health care operations due to more stringent state or federal law, such as 42 CFR Part 2. This month, we would like to notify all providers of a few important announcements related to the processing of Consent to Release PHI Forms.

Magellan has a few important announcements for providers this month related to Consent to Release Protected Health Information (PHI) / Authorization to Use and Disclose (AUD) PHI Forms.

As you should be aware, full compliance with the [42 CFR Part 2 Final Rule](#) became a requirement on February 16, 2026. Back in June, 2025 Magellan sent a [communication](#) to providers announcing our updated consent/ AUD form to comply with the new regulations. Over the years, Magellan has updated our *AUD/ Release Form* on multiple occasions, and we have observed that many providers continue to use outdated versions. As the new regulations are now fully in effect, **providers and members should ensure they are using Magellan's current Authorization to Use and Disclose (AUD)/ Release Form.** In alignment with our prior communication and **effective immediately, Magellan is no longer able to release substance use disorder (SUD) treatment information if an old consent/ AUD form is utilized.** Again, if you have photocopies of old Magellan AUD templates, please replace them with our updated form and begin using it immediately.

Beginning April 6, 2026, Magellan will also be making a minor change in how we process consent/ AUD forms that are submitted requesting that we share PHI with a third party. Magellan will be shifting the review process to an internal, centralized AUD processing team. As

a result of this upcoming change, we would like to share a few ways this may impact providers and/or the members you are serving:

- The processing time for review of all consent/ AUD forms that are received will be 2-3 business days. Please plan accordingly if there will be a specific and immediate need for Magellan to share PHI in accordance with a consent/ AUD form.
- If a consent/ AUD form that is submitted to Magellan is found to be invalid for any reason, we will communicate that outcome as follows:
 - If the consent/ AUD form is submitted on our website utilizing the electronic form, a deficiency letter will be mailed to the member. The deficiency letter will outline why the form is invalid and include instructions for re-submission.
 - If the consent/ AUD form is submitted via fax, mail or e-mail by a provider or other third party and it's clear who submitted the form, Magellan will send the deficiency letter to the attention of the submitter. If utilizing one of these mechanisms to submit a consent/ AUD form, please clearly indicate the contact information for the individual who can assist the member/ personal representative with re-submission.
 - Magellan also documents the validity of all consent/ AUD forms in our clinical platform and therefore, a member or provider can contact us at any time to review the status of the approval or reason(s) for refusal.

Here are a few additional reminders/ announcements related to consent/ AUD forms:

- When assisting a member/ personal representative with completing an AUD, please obtain and enter the member's Pennsylvania (PA) Medical Assistance ID number in Section 1 on the consent/ AUD form whenever possible. This ensures accurate processing and reduces invalid forms. A member's Medical Assistance ID can be located on their Access Card, by using PA's Eligibility Verification System (EVS) or by contacting Magellan (you must be able to verify the member's name and date of birth).
- If submitting via e-mail, providers should not submit multiple consent/ AUDs for different members in the same file. Please separate and send as unique attachments.
- As a reminder, members and providers can visit Magellan's website (<https://www.magellanofpa.com/for-members/>) to access the current AUD/ Consent Form under the Release Forms & Member Access Portal Information accordion. Directions on how to complete the AUD/ Consent Form are also available. All consent/ AUD forms should be submitted to Magellan through the online form, via e-mail at PAHC_AUD@MagellanHealth.com or by faxing to 1-866-667-7744.

If you have any questions related to this process, please outreach us at pahccompliance@magellanhealth.com.

At Magellan, we will continue to educate our providers with updated MA Bulletins, regulations, and other pertinent information to ensure Compliance. Although providers are ultimately responsible for knowing and complying with all applicable regulations, we proactively engage providers on an ongoing basis to make sure they are aware of compliance related requirements and expectations. Medicaid Program Integrity is truly a collaborative effort between our providers, county customers, Magellan, Bureau of Program Integrity (BPI) and other oversight agencies. The monthly e-mail blast topics are generated from audit results and trends; however, are also sent in response to recent Magellan policy updates; newly released or relevant MA Bulletins and Policy Clarifications; or Regulation changes. The intention is to afford our providers with as many resources as possible to combat FWA and reduce overpayments.

Thank you for your ongoing hard work and dedication to our members!

Magellan of Pennsylvania's Compliance Team

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