

Welcome to the Magellan Provider IBHS Workgroup

APRIL 30, 2026

Magellan
HEALTHCARE®



Welcome and Opening Remarks

Agenda

- Welcome
- OMHSAS Updates
- Network Updates
- Clinical Corner – Developmental Norms
- Clinical Updates/Reminders
- Availability/Online Authorizations
- Upcoming Forums, Technical Assistance, and Resources
- Questions

Quarterly IBHS Provider Webinar

Reminder: Provider questions can be entered into the Q&A.

Chat feature is disabled for these webinars.

Autism Acceptance Month



Celebrate Differences

We can all take steps to be more inclusive:

- Listen to Autistic voices and lived experiences.
- Adapt our communication and environments to be more accessible.
- Appreciate the specific talents and viewpoints that neurodiversity brings to our communities.

Creating more inclusive communities gives autistic individuals the opportunity to share their voices and flourish. It allows neurodiverse individuals to use their exceptional differences to create fulfilling lives by accessing inclusive education, employment, healthcare, and necessary supports.



OMHSAS Updates

BACB Training Updates

OMHSAS Listserv sent a Provider blast out on 4/8/26.

- Behavior Analyst Certification Board (BACB) implemented some updated BHT/BHT-ABA training information effective 1/1/2026.
- If your agency utilizes the Registered Behavior Technician (RBT) certification, training components, or qualified trainers, these changes may affect your staff training plans and hiring decisions.

Caregiver Goals

5240.22 The ITP must include the following:

(2) Whether and how parent, legal guardian or caregiver participation is needed to achieve the identified goals and objectives.

Some BH-MCOs require Caregiver goals in their ITPs.

OMHSAS shared that some states require family caregiver goals in order to get ABA.

The direction of the overall system towards having family navigators, peer support, etc. leans towards keeping a focus on increasing family engagement in services.

PA Insurance Department: Primary Insurance issues

Update:

- Magellan gathered input from all BH-MCOs related to member and provider trends/issues in accessing IBHS when a member has a primary insurance with MA secondary.
- OMHSAS shared this feedback/issues with the PA Insurance Department.
- OMHSAS and Insurance Department have a scheduled meeting this month.
- Insurance Department shared that the number of formal complaints filed related to this issue still remains low. OMHSAS will gain more information at their upcoming meeting.

PA Insurance Department: Primary Insurance issues

Hearing complaints from IBHS providers about being able to access Primary Insurances or Third Party Liabilities (TPL). Multiple calls and lack of response from TPLs.

Some IBHS providers have declined to accept any members with TPLs regardless of whether there is a benefit or not. This impacts members with TPL and Medicaid being able to access this service.

Providers and members/guardians who have been impacted can file a complaint via the complaint portal at:

<https://www.insurance.pa.gov/Consumers/File%20a%20Complaint/Pages/default.aspx>

If they can't use the portal, can call 877-881-6388 or submit online via the link.

- OMHSAS proposed including “**IBHS Coding concern**” in the subject line of emails/faxes and/or in the first line of the description of the problem (followed by the details of the particular case).



Network Updates

Network Team

Mitch Fash – Sr. Network Manager – MFash@magellanhealth.com

Jess Pearce – Sr. Network Management Specialist – Cambria County -
jpearce@magellanhealth.com

Michael Ditty – Network Management Specialist – Lehigh/Northampton Counties -
msditty@magellanhealth.com

Crystal Devine – Network Management Specialist – Montgomery County -
cedevine@magellanhealth.com

Jessica Torano – Network Management Specialist – Bucks County -
toranoj@magellanhealth.com

Jeff Stumm – Network Management Specialist – Contracts/Credentialing -
jrstumm@magellanhealth.com

Alyssa Gorzelsky – Network Management Specialist – Somerset/Bedford Counties –
amgorzelsky@magellanhealth.com

Billing Usual & Customary

When submitting claims please use your usual and customary charges vs contracted amount.

Why is this important?

When Magellan provides a rate increase, sometimes the rate increase will be effective prior to the rates being loaded into the system. If a provider bills above their contracted amount (U&C), Magellan will be able to adjust the claims without the provider needing to resubmit their claims again. If the claim billed is under the new amount Magellan will not be able to adjust to the new amount contracted.

With the most recent rate increases, it is important to check that current rates are paying at the higher amounts. Please verify all claims have been submitted with the higher contracted amounts. If claims were submitted and paid with a billed amount lower than your current contracted rates, you will need to resubmit for the higher amount.

Magellan is automatically sweeping claims to adjust to the higher amounts as long as they were billed at the new rates. No additional actions are needed by providers. Please be aware that this process will take some time to complete, but feel free to reach out with any questions.

Billing Reminders

- Do not bill member's home address or any location other than a contracted rendering service location. These locations are listed out on your contracts.
- Please bill with your contracted codes and modifiers. Authorization codes may differ than what is listed on your fee schedule. Modifiers must be listed in the order that they show on the fee schedule.
- For any corrected claims, it is required to resubmit with the original claim number.
- For ACT 62 covered members, claims must go through the primary payer first before submitting to Medicaid, who is always the payer of last resort.



Claims Resolution

- Claims that providers feel were denied *incorrectly* or have questions about a denied claim, these are considered “Claims Inquiries”.
- Providers should contact the Magellan provider line and speak to a customer service associate.

Provider Services Contact Information:

Bucks/Montgomery: (877) 769-9779

Cambria: (800) 424-3711

Lehigh/Northampton: (866) 780-3368

Somerset/Bedford: (800) 424-3711

- If necessary, the customer service associate will submit a Service Request Application (SRA) to Magellan’s claims resolution team for further investigation.

Satellite Sites & Licensing

- IBHS licenses are issued regionally. There are 4 regional field offices: Western Field Office, Northeast Field Office, Southeast Field Office, and Central Field Office. A provider is only required to get multiple licenses if it provides services in multiple regions.
- If a provider has multiple locations in one region, they do not need each site licensed, unless the site provides on-site services. However, your service description must include all locations under the regional license as well as services being provided.
 - Example: Home, Community, and site based
- A provider is required to submit 1 service description for each IBHS license.
- If a provider's service changes, an updated service description must be submitted to the licensing field office for approval. If a provider's address changes, a provider must notify OMHSAS's licensing field office and, if the provider is enrolled in MA, it must also notify MA enrollment.
- *Not all locations in the region require MA enrollment unless providing on-site services.*

Provider Expansion

Implications for Magellan's Provider Network

- Magellan continues to evaluate the network for adequacy and geographic needs. Where an immediate need for program expansion is identified, we will proactively reach out to providers. Please note that we will continue to regularly review and prioritize both new and existing provider requests for network entry or expansion.
- The counties and Magellan will finalize decisions based on updated 2025 projections and 2026 capitation rates.
- Decisions will be individualized by each county. Should opportunities for rate adjustments or network expansion arise, Magellan and the respective county will directly contact impacted providers.

New IBHS Group Process

- If your agency is interested in expanding the IBHS Services currently being provided under your Magellan contract to include Groups & ABA Groups, please email MBHInterestedProviderApplication@magellanhealth.com.
- Please identify your agency and note whether your agency is seeking to add:
 - ✓ IBHS Group
 - ✓ IBHS ABA Group
 - ✓ Both

Network will respond by sending a link to be completed. This application will request submission of some documents for Magellan's review. Magellan will be asking your agency to submit a Group/ABA Group Service Description containing at minimum the following information: Address where group will occur, target population (including primary & MA secondary participants), clinical model of program, # of groups, size of each group, frequency of each group, length and frequency of sessions, open/closed enrollment, staff level of who will deliver the group service, family involvement in group service.

Provider Expansion or Provider Changes

For Magellan, is your agency* ...?

- Moving locations
- Adding a new location
- Want to begin delivering 1:1 site-based services
- Want to begin delivering ABA Services or Individual Services
- Want to begin delivering Group/ABA Group Services

Please outreach Magellan's Network department identifying your expansion request or change to

MBHInterestedProviderApplication@magellanhealth.com.

***Magellan will continue to regularly review and prioritize both new and existing provider requests for network entry or expansion.**

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.ET

Network Reminders

- Magellan Credentialing is updated every 3 years. Providers will be directly notified from Magellan with a recredentialing application 6 months prior to the recredentialing date.
 - Please make sure your contact information is updated via the Magellan Provider website to ensure the applications are sent to the correct person.
- Promise Medicaid Enrollment is due for revalidation every 5 years. This revalidation date is found directly on the Promise website.
 - Providers are encouraged to review this date and are responsible to revalidate as needed.
 - This is for all enrolled locations and for all provider type/specialty types
 - Example – individual 11/590, group 11/591, and ABA 11/592 are all individual provider type/specialty types.

*Without active enrollment providers will be potentially affected with being reimbursed.

Out of Network

When referring or transferring a Magellan member/family to another provider, please ensure the provider is a contracted/in network provider for Magellan.

Magellan's policy related to non pars requires that all in network options have been exhausted.

To start referring a member/family to an out of network IBHS provider without talking with the family about this critical component can lead to unnecessary delays in accessing services and further confusion. Please involve Magellan if considering a referral based on exhausting in network options.



Clinical Corner: Developmental Norms

Adriana Torres-O'Connor, PsyD, MBA

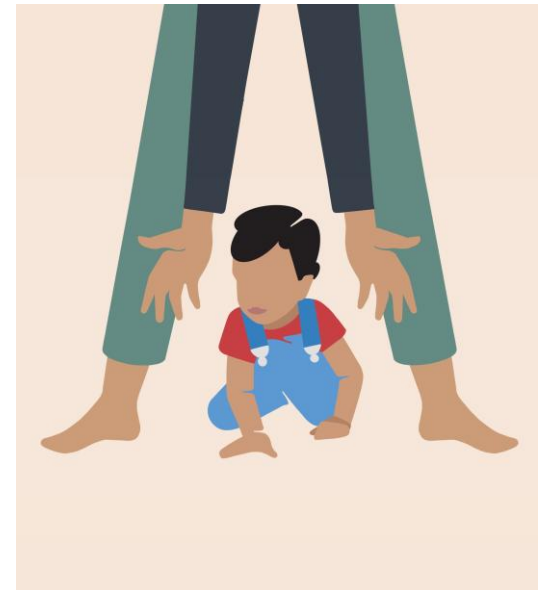
Developmental Norms:

- Growth and development include not only the physical changes that occur from infancy to adolescence, but also some of the changes in emotions, personality, behavior, cognition, and speech that children develop as they begin to understand and interact with the world around them.



Developmental Milestones: Child Development

- Developmental milestones are a set of goals or markers that a child can be expected to achieve during maturation stages.
- Children reach milestones in how they play, learn, speak, act, move, interact and inter-relate. All children develop at their own pace, but milestones give you a general idea of the changes to expect as your child grows at each stage of development.



Stages of Child Development

- Babies (birth to 12 months)
- Toddlers (1 to 3 years)
- Preschool (3 to 5 years)
- Grade school (5 to 12 years)
- Teen (12 to 18 years)



Experts divide child growth and development into four areas:



Motor. This area is about control of body movements.



Cognitive. These skills revolve around the ability to think and solve problems.



Language and communication. These skills revolve around the ability to interact others. They don't just involve sounds and words. They can also include gestures and eye movements.



Social and emotional. These abilities revolve around feelings and emotions. Includes reactions to emotions and behaviors from others.

Upcoming Training

Developmental Norms

Thursday June 25, 2026

9am – 10am

Presented by:

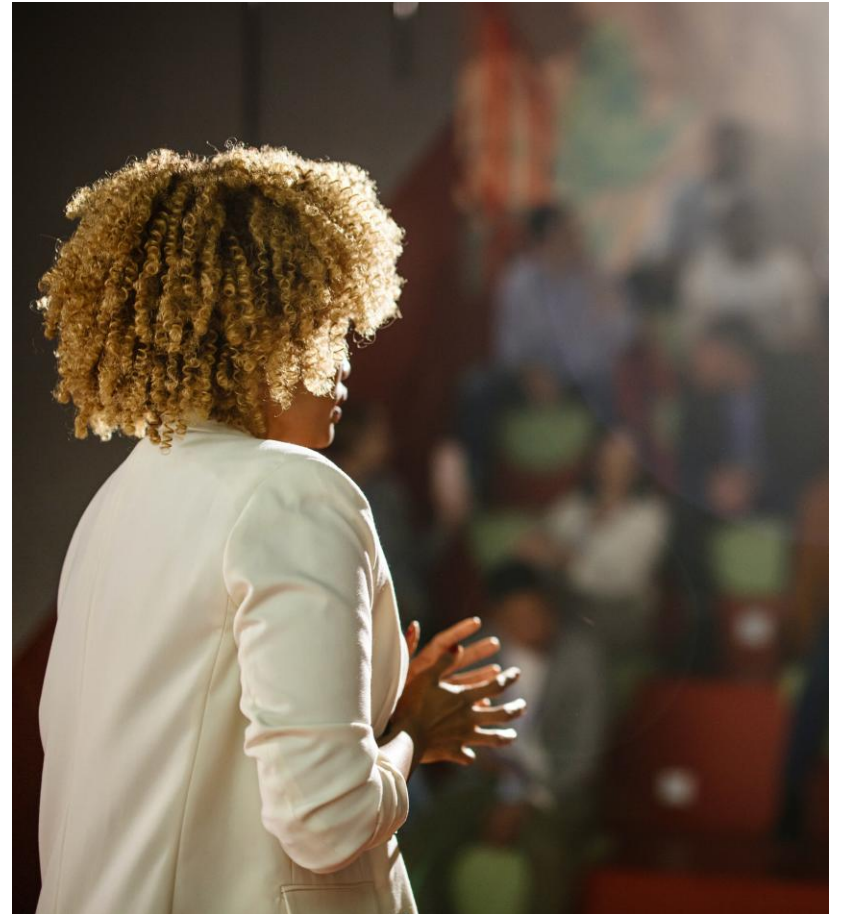
Dr. Jennifer Sokol, D.O.

Medical Director at Magellan Health

&

Dr. Adriana Torres-O'Connor, PsyD, MBA

Psychologist Advisor at Magellan Health





Clinical Updates/Reminders



Treatment Record Review (TRR) Process

- IBHS programs will be selected for TRR twice annually, at minimum.
- Random sampling of packets are from treatment requests submitted by providers.
- Tool has been shared previously with providers.
- It is recommended that providers self-audit with this instrument to support strong results.
- Providers who received an Action Plan (AP) will have 2 quarters before their next TRRs are completed to allow the records time to reflect any implemented changes.

Outcomes of the TRR: Two Communications

Letter: Score 76% and above



Great job!



Date of review, member identification will be included for transparency



Feedback forms have been replaced by these letters



Strengths and recommendations and/opportunities will be highlighted



No action plan will be requested, even if there were opportunities identified



Outcomes of the TRR: Two Communications

Letter: Score 75% and below



Treatment Record Review (TRR) – Q2 2026

Providers for review, Q2 2026:

Access Services LV

Assist

CIU20

DVCC

Glenn Koch & Associates

KidsPeace

Lenape Valley Foundation

Merakey SE

Neurabilities

Passionate Thoughts

Piece of our Puzzle

Potential Inc

Team Counseling Concepts

Access Services SE

Creative Health Services

CLIU21

Family Therapy & Consultation Services

Healing Hearts with Care

Lehigh University

Matrix Behavior Solutions

Mind Well Services

PA Mentor SE

Penndel

Pillar ABA

Taylor Behavioral Health

*Please note this TRR process does not currently apply to Somerset/Bedford providers.

Applying for MA

- County Assistance Office (CAO)
- Compass website
- By phone

MA Eligibility

- CAO

Physical Health MCO (PH- MCO)

- Member's choice
- 4-5 HealthChoices Programs based on region

Behavioral Health MCO (BH_MCO)

- Assigned based on county of residence

PH-MCOs & BH-MCOs

HealthChoices Physical Health Plans	Member Services Phone Numbers	<i>Enhanced Member Supports Unit (formerly Special Needs Unit)</i>	BH-MCO	Counties Served
AmeriHealth Caritas Pennsylvania	Phone: 888-991-7200 TTY: 888-987-5704	Phone: 800-684-5503 TTY: 888-987-5704	Community Behavioral Health (CBH) ↗	Philadelphia
Geisinger Health Plan	Phone: 855-227-1302 TTY: 711	Phone: 855-214-8100 TTY: 711	Community Care Behavioral Health Organization (CCBHO) ↗	Adams, Allegheny, Berks, Blair, Bradford, Cameron, Carbon, Centre, Chester, Clarion, Clearfield, Clinton, Columbia, Delaware, Elk, Erie, Forest, Greene, Huntingdon, Jefferson, Juniata, Lackawanna, Luzerne, Lycoming, McKean, Mifflin, Montour, Monroe, Northumberland, Pike, Potter, Schuylkill, Snyder, Sullivan, Susquehanna, Tioga, Union, Warren, Wayne, Wyoming, York
Health Partners Plans	Phone: 800-553-0784 TTY: 877-454-8477	866-500-4571 TTY: 215-849-1579	Magellan Behavioral Health of Pennsylvania (MBH) ↗	Bedford, Bucks, Cambria, Lehigh, Montgomery, Northampton, Somerset
Highmark Wholecare	Phone: 800-392-1147 TTY: 711	Phone: 800-642-3550 TTY: 711	PerformCare ↗	Cumberland, Dauphin, Franklin, Fulton, Lancaster, Lebanon, Perry
UPMC for You, Inc.	Phone: 800-286-4242 TTY: 800-361-2629	Phone: 866-463-1462 TTY: 800-361-2629	Carelon Health of PA, Inc. ↗	Armstrong, Beaver, Butler, Crawford, Fayette, Indiana, Lawrence, Mercer, Washington, Westmoreland, Venango

Compass

What self-service features are offered through COMPASS?


- Upload your verification documents and check the status of your application
- View and manage your benefit information
- Receive e-Notices
- Report changes to your case – Example, address
- Search for childcare and other early learning programs
- Search for and submit referrals for certain home and community-based services



Have a question about your eligibility for DHS benefits or need help filling out your COMPASS application?



Call the HELPLINE at [800-692-7462](tel:800-692-7462) between 8:30 am and 4:30 pm, Monday - Friday.

If you're hearing impaired, call TTY/TTD at [800-451-5886](tel:800-451-5886). If you have a question during non-business hours or prefer to use email, you can [email us](#) .

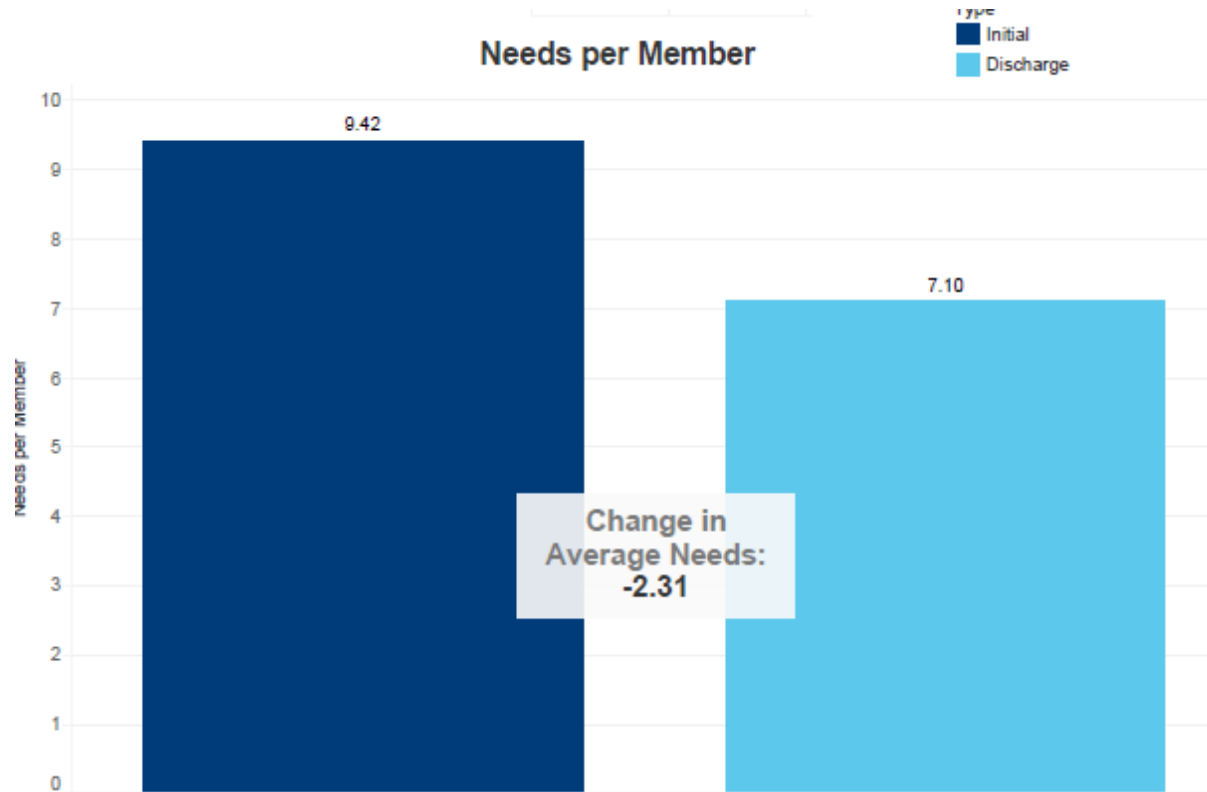
CANS Reports 2025

All Providers Mid-Treatment CANS Results, 2025

Name	Question	Initial	Reassess..	Change
Behavioral/ Emotional Needs	Adjustment to Trauma	7.4%	5.6%	-1.9%
	Anger Control	28.7%	27.8%	-0.8%
	Anxiety	19.9%	22.9%	3.0%
	Conduct	9.3%	8.8%	-0.6%
	Depression	3.9%	4.4%	0.5%
	Impulsivity/Hyperacti..	59.2%	57.1%	-2.0%
	Oppositional Behavior	31.3%	27.8%	-3.5%
	Psychosis	1.6%	1.3%	-0.3%
Caregiver Needs and Strengths	Substance Use	0.2%	0.5%	0.3%
	Involvement with Care	3.0%	4.5%	1.5%
	Knowledge	7.5%	6.4%	-1.1%
	Medical/Physical/De..	3.2%	3.9%	0.7%
	Mental Health/Subst..	3.7%	4.5%	0.8%
	Organization	3.8%	4.8%	1.0%
	Residential Stability	1.0%	1.4%	0.4%
	Safety	0.6%	0.5%	-0.1%
Cultural Factors	Social Resources	11.5%	10.8%	-0.7%
	Supervision	1.5%	1.8%	0.3%
	Cultural Stress	1.1%	1.0%	-0.1%
Functioning	Language	4.0%	3.3%	-0.7%
	Traditions and Rituals	0.4%	0.4%	-0.1%
	Decision Making	44.5%	43.0%	-1.5%
	Family Functioning	12.5%	12.2%	-0.3%
	Intellectual/Develop..	42.6%	40.6%	-2.0%
	Living Situation	5.1%	4.2%	-0.9%
	Physical/Medical	8.6%	7.3%	-1.3%
	School Achievement	20.5%	22.0%	1.5%
	School Attendance	4.2%	4.2%	-0.1%
	School Behavior	36.9%	33.9%	-3.0%
Risk Behaviors	Sexual Development	0.4%	0.6%	0.2%
	Sleep	14.6%	12.4%	-2.2%
	Social Functioning	55.9%	50.3%	-5.6%
	Danger to Others	12.1%	10.3%	-1.8%
	Delinquent Behavior	0.4%	0.6%	0.3%
	Non-suicidal self-inju..	5.1%	6.6%	1.5%
	Other Self Harm (rec..	7.9%	6.6%	-1.3%
	Runaway	3.0%	3.0%	-0.1%
Sexually Problematic..	Sexually Problematic..	0.6%	0.4%	-0.2%
	Suicide Risk	0.1%	0.5%	0.4%

CANS Reports 2025

All Providers Discharge CANS Results, 2025



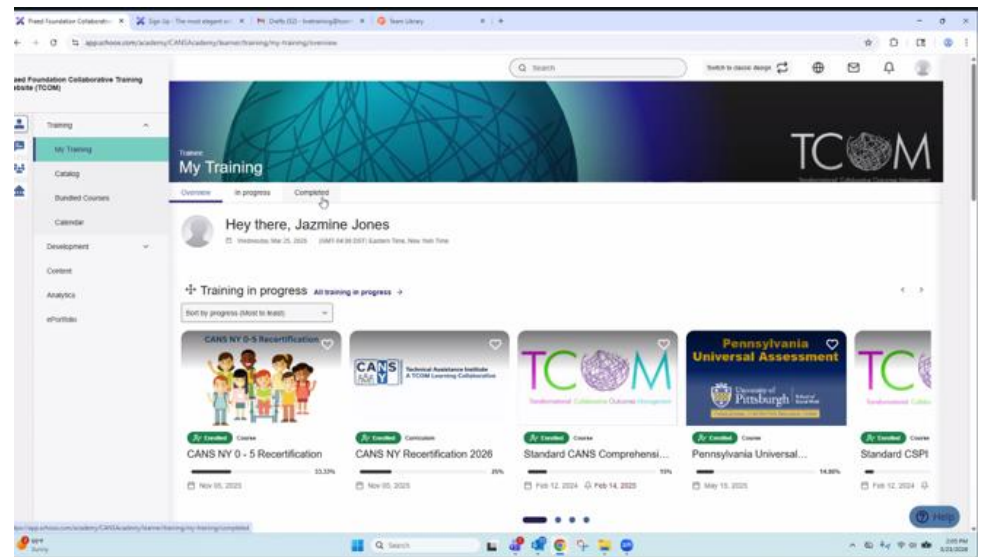
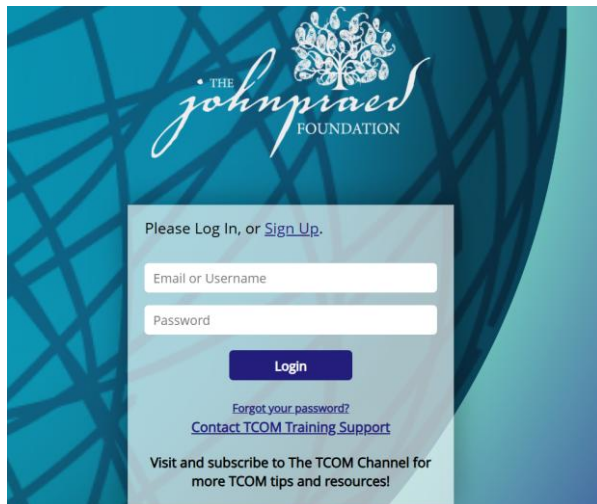
****Please remember that a CANS needs to be completed at discharge.****

CANS

- Praed Foundation “facelift”
- Magellan Resources:

magellanprovider.com/MagellanProvider/do/LoadContent;jsessionid=7155129C21932FF21C4183B3A0D3A68E?page=online-training

CANS completion requires certification prior to use and annual re-certification. Providers using the CANS as part of IBHS monitoring are given pre-paid access to the CANS online training and certification site, which includes additional materials on using the CANS in treatment planning. Providers are encouraged to utilize this screening tool at admission to IBHS, at re-assessment and again at discharge. Magellan shares annually with IBHS providers an annual CANS Outcomes Report.



ISPT Meetings – Who to invite?

- ✓ School administrator/staff
- ✓ Parent/Guardian



TAR Form Reminders

- Check off initial vs concurrent
- Check off if this request is an increase or decrease from previous hours
- Double check accuracy of settings being recommended in the assessment

TAR – Increase/Decrease?

Increase Decrease New No Change

Currently approved hrs./month

Increase, decrease or change from what??

How many hours per month was this member receiving of BHT/BHT-ABA?
BC/BC-ABA? MT? per month at the time of this concurrent request based on
the previous assessment?

This does *not* relate to the Written Order.

Barriers for Progress

What is preventing the treatment team from making progress on the member's treatment goals?

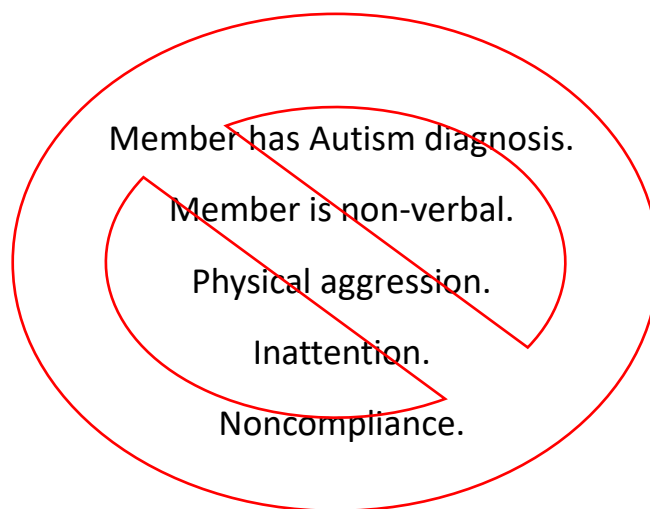
Different expectations across settings

Medication Noncompliance

Parents resistance to implement interventions

Lots of cancelled sessions

Inconsistent routines



Reminder - IBHS Authorization Request Checklist



**Magellan Behavioral Health of Pennsylvania, Inc.
Intensive Behavioral Health Services (IBHS)
Authorization Request Checklist**

This checklist is intended as a resource for providers when submitting Intensive Behavioral Health Services (IBHS) authorization requests. Completion of this checklist may be required by Magellan in specific circumstances.

Initial Assessment Request	
<input type="checkbox"/>	Online authorization request
<input type="checkbox"/>	Registration Treatment Authorization Request (TAR) Form
<input type="checkbox"/>	Individual or Group Initial Assessment – 60 units for 30 days
<input type="checkbox"/>	ABA Initial Assessment – 96 units for 45 days
<input type="checkbox"/>	Written Order – Completed within 1 yr of submission

Pre-Service Request	
<input type="checkbox"/>	Online authorization request
<input type="checkbox"/>	Treatment Authorization Request (TAR) Form
<input type="checkbox"/>	Written Order – Completed within 1 yr of submission
<input type="checkbox"/>	Assessment – Please be sure this includes specific service(s) recommendation.
<input type="checkbox"/>	Individualized Treatment Plan (ITP)
<input type="checkbox"/>	ISPTM summary note if BHT/BHT-ABA services are requested in school/daycare/preschool/camp/afterschool programs
<input type="checkbox"/>	CANS summary report – To be completed for all members 3 years of age and older.

Concurrent Service Request	
<input type="checkbox"/>	Online authorization request
<input type="checkbox"/>	Treatment Authorization Request (TAR) Form
<input type="checkbox"/>	Written Order – Completed within 1 yr of submission
<input type="checkbox"/>	Assessment – Please be sure this includes specific service(s) recommendation.

Member translation reminder

Persons whose primary language is not English

If you ask for language services, Magellan will provide the services at no cost to you. These services may include:

- Providing in-person language interpreters.
- Providing language interpreters over the phone.
- Providing document translation.



Availity/ Online Authorizations

Viewing Authorizations in Availity

How can I view my authorization?

Providers can view authorizations by:

- Authorization #
- Member information
- Provider ID/MIS#

Instructions located here:

[System \(magellanprovider.com\)](https://magellanprovider.com)

Concurrent online authorizations

“This is so much easier and faster!”

Recent random data shows 92% are using the “extension” function in Availity to submit concurrent authorization requests.

***Please share with your staff submitting authorizations this Power Point and the step-by-step resources located [System \(magellanprovider.com\)](http://magellanprovider.com)**

That was



“Extending” a Service/Procedure Authorization

1. Search for the authorization in the main Dashboard screen by entering the authorization number in the **Authorization Number** field.

Dashboard

CREATE INPATIENT AUTHORIZATION | CREATE SERVICE/PROCEDURE AUTHORIZATION

Filter By ?

Member ID:

Authorization Number: 1

Diagnosis Type:

Date of Service From Date: 03/08/2023

Date of Service To Date:

Inpatient Service Types:

Service/Procedure Service Types:

Include Closed: Requested By Me:

FILTER 16/32/1

2. Select the **FILTER** button.

3. Highlight the authorization, and then select the **ADD/EXTEND SERVICE** button.

RESULT: The **Services** screen will display.

Dashboard

CREATE INPATIENT AUTHORIZATION | CREATE SERVICE/PROCEDURE AUTHORIZATION

Filter By ? Include Closed: No | From Date: 03/08/2023 | Authorization Number: OPXXXXXX0359

Inpatient Authorizations Summary

Member Name	Authorization #	Determination Status	From Date	To Date	Servicing Facility	Diagnosis Code	State
No records found							

Service / Procedure Authorizations Summary

Member Name	Authorization #	Determination Status	Start Date	End Date	State
SIMPSON, RYAN R	OPXXXXXX0358	Approved	12/29/2022	03/29/2023	Open

EXTEND VIEW AUTH DETAILS

ADD/EXTEND SERVICE VIEW AUTH DETAILS

4. Select the **EXTEND** button once the authorization appears.

RESULT: The **Prescreen** section will display with pre-entered authorization information automatically populated. Only certain fields will be editable.

Extend Service/Procedure Behavioral Health Authorization

Prescreen Authorization Details Services Confirmation

Service Type: Electroconvulsive Therapy (ECT) Procedure Code: ANESTHESIA ELECTROCONVULSIVE THERAPY (00104)

EXTEND

Concurrent requests in Availity

1. Search for the authorization in the main Dashboard screen by entering the authorization number in the **Authorization Number** field.
2. Select the **FILTER** button.

The screenshot shows the 'Dashboard' search interface. At the top left, it says 'Dashboard'. Below that is a 'Filter By' section with a help icon. The search criteria are arranged in a grid:

- Member ID: empty text input field.
- Authorization Number: text input field with a yellow circle containing the number '1' above it.
- Diagnosis Type: empty text input field.
- Date of Service From Date: text input field containing '03/08/2023' and a calendar icon; the format 'MM/DD/YYYY' is shown below.
- Date of Service To Date: empty text input field and a calendar icon; the format 'MM/DD/YYYY' is shown below.
- Inpatient Service Types: empty text input field.

At the bottom left, there are two checkboxes: 'Include Closed' (checked) and 'Requested By Me' (unchecked). A yellow circle containing the number '2' is positioned to the left of the 'Include Closed' checkbox. At the bottom center, there are two buttons: 'FILTER' (highlighted with a yellow border) and 'RESET'.

Concurrent requests in Availity

The screenshot shows the Availity dashboard with the following elements:

- Dashboard Header:** Includes buttons for "CREATE INPATIENT AUTHORIZATION" and "CREATE SERVICE/PROCEDURE AUTHORIZATION".
- Filter By:** Shows "Include Closed: No | From Date: 03/08/2023 | Authorization Number: OPXXXXXX359".
- Inpatient Authorizations Summary:** A table with columns: Member Name, Authorization #, Determination Status, From Date, To Date, Servicing Facility, Diagnosis Code, and State. It displays "No records found".
- Service / Procedure Authorizations Summary:** A table with columns: Member Name, Authorization #, Determination Status, Start Date, End Date, and State. It contains one record for Simpson, Ryan R. with Authorization # OPXXXXXX359, Status Approved, Start Date 12/29/2022, End Date 03/20/2023, and State Open. A yellow arrow points to the selection icon in the first row, and a yellow circle with the number "3" highlights the "ADD/EXTEND SERVICE" button.

Member Name	Authorization #	Determination Status	Start Date	End Date	State
SIMPSON, RYAN R	OPXXXXXX359	Approved	12/29/2022	03/20/2023	Open

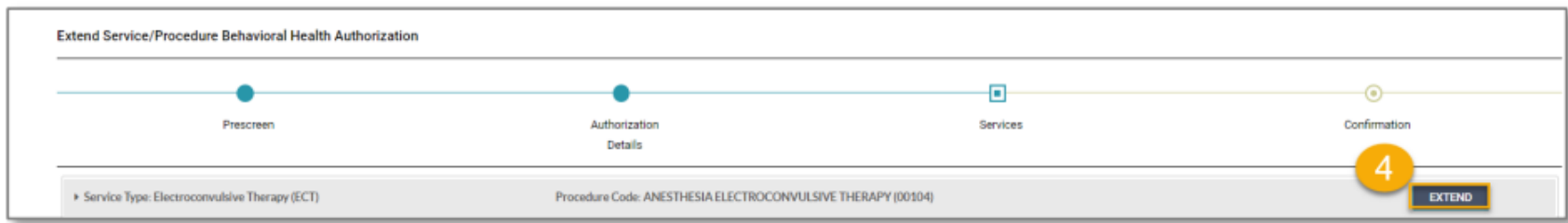
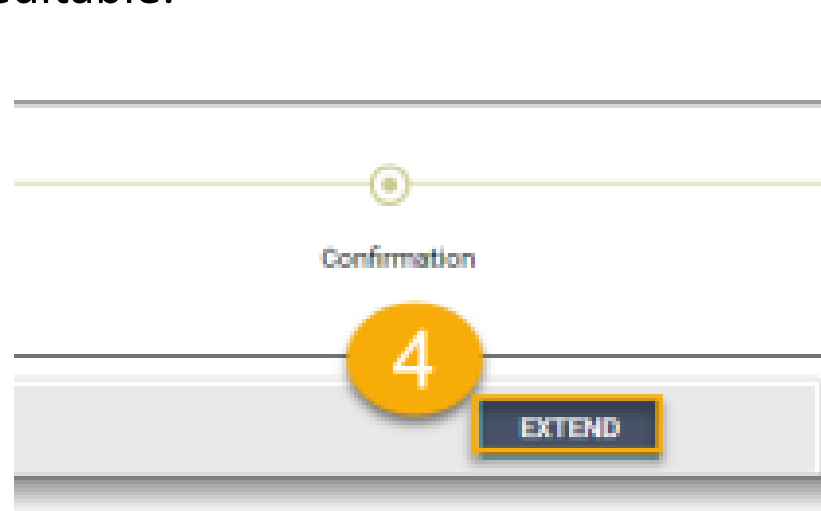
3. Highlight the authorization, and then select the **ADD/EXTEND SERVICE** button.

RESULT: The **Services** screen will display.

Concurrent requests in Availity

4. Select the **EXTEND** button once the authorization appears.

RESULT: The **Prescreen** section will display with pre-entered authorization information automatically populated. Only certain fields will be editable.





Upcoming Forums, Technical Assistance & Resources

IBHS Best Practice Webinars 2026



IBHS BEST PRACTICES WEBINARS 2026

UPCOMING VIRTUAL OPPORTUNITIES:

25

JUN, 2026

**TOPIC: DEVELOPMENTAL
NORMS**

9:00AM - 10:00 AM

24

SEPT, 2026

**TOPIC: FERBS / BCBA-
FOCUSED**

9:00AM - 10:00 AM

03

DEC, 2026

**TOPIC: UNIFORM DATA
TRACKING**

9:00AM - 10:00 AM

FOR REGISTRATIOPN DETAILS OR MORE INFORMATION,
PLEASE SEND AN EMAIL TO
CHASIE KEARNEY AT KEARNEYC@MAGELLANHEALTH.COM.

Q3 2026 IBHS Provider Webinar



Thursday, July 30, 2026 –

9:00am to 11:00 A.M.

Registration link:

<https://events.teams.microsoft.com/event/828bd397-fbbe-4966-9464-5fd8cfed70d8@a9df4fcb-7f39-49f4-9d70-1ee81b27a772>

**No invites are sent. This info can always be found at the bottom
of our IBHS provider webpage:**

<https://www.magellanofpa.com/for-providers/services-programs/intensive-behavioral-health-services-ibhs/>

External Written Orders/Assessments - REVIEW

- IBHS OMHSAS report requires BH-MCOs to report any Written Orders or Assessments done outside of Magellan's billable codes. Ex. A WO completed by a Developmental Pediatrician.
- Please e-mail ibhs@magellanhealth.com the following information when you encounter a member with an external Written Order and/or when you have a member with an external WO/assessment (outside billable codes) and are awaiting treatment.

Member Name	Member ID	EXTERNAL SOURCE WO	NAME OF EXTERNAL SOURCE WO WRITER/ ORGANIZATION	COMPLETED WO/ASSESSMENT (EXTERNAL SOURCE) PENDING TREATMENT (YES/NO)	AGENCY NAME	AGENCY MIS
Maeve Whaland	MNT12345678	YES	CHOP	Yes	NeurAbilities	601453949

What's the process for....? Question?

Check our Magellan's Provider Manual

https://www.magellanprovider.com/media/1661/pa_healthchoices_supp.pdf

- ✓ Initial Assessments
- ✓ Initial & Concurrent Authorizations
- ✓ IBHS Change of Prescription
- ✓ IBHS Transfer Process
- ✓ Discharge
- ✓ Retrospective Review Process
- ✓ Billing

<https://www.magellanofpa.com/for-members/services-programs/ibhs/>

IBHS Summary Video



Caregiver FAQ

- Offered on the IBHS Member and Provider Pages.
- Developed in collaboration with the Autism Action Committee along with Lehigh and Northampton county partners and IBHS providers.
- A tool to use with parents, schools, and caregivers when discussing the role of IBHS.

<https://www.magellanofpa.com/for-members/services-programs/ibhs/>

<https://www.magellanofpa.com/for-providers/services-programs/intensive-behavioral-health-services-ibhs/>

Helpful Resources for Online Authorizations

Self-Service Provider Training Materials are available at
<http://www.MagellanProvider.com/authsystem>

You will find written training materials and instructional videos. Recommend checking out the following step-by-step instructions and other helpful tools:

- Create an Intensive Behavioral Health Services (IBHS) Authorization
- IBHS Tips, Tricks, and Troubleshooting
- View Authorization Status
- Understanding the Provider Filter
- Authorization system FAQs
- Live video demonstration from 3/22/23
- And many more resources....

Questions?

Thank you!

Confidentiality statement

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