

Our Network team is available to help

We understand the challenges facing behavioral health providers in 2026. Magellan’s network team is available to help, and we also fully appreciate that there are some challenges that take more time than others to resolve. Our team seeks a collaborative approach to claim resolution, Special Investigations Unit (SIU) follow up, authorization service, denial adjustments, and contract terms in general. Key priorities are identified and our team is motivated by the successes realized when working together with our providers.

To summarize important resources currently available for reference, see this list of helpful information available on the Magellan website. Refer to this information as necessary and be sure to share it with your colleagues.

- [Training Resources and Key Benefits for Magellan’s Authorization System \(Availity Essentials\) – Shared on Oct. 30, 2025](#)
- [ASAM Alignment Assistance Series](#)
- [Provider Portal](#)
- [Trainings – Micro Trainings and More](#)
- [Quality Improvement Quarterly Newsletter – Magellan Explorer](#)
- [Provider Focus – Newsletter for Providers](#)
- [Provider Manual, Provider Announcements, and Compliance Alerts](#)

The provider services customer service team is available 24/7 to assist with issues resolution. Here are the respective phone numbers based on county of service.

- **Bucks/Montgomery Counties: (877) 769-9779**
- **Cambria County: (800) 424-3711**
- **Lehigh/Northampton Counties: (866) 780-3368**
- **Somerset/Bedford Counties: (800) 424-3711**

Network Team members:

- Mitch Fash – Senior Manager, Network Management: Supports and manages the Network team
- Jessica Pearce – Senior Network Management Specialist: Supports providers in Cambria County
- Michael Ditty – Network Management Specialist: Supports providers in Lehigh and Northampton Counties
- Jessica Torano – Network Management Specialist: Supports providers in Bucks County
- Crystal Devine – Network Management Specialist: Supports providers in Montgomery County
- Alyssa Gorzelsky – Provider Engagement and Performance Representative: Supports providers in Somerset and Bedford Counties
- Taylor Florence – Claims Resolution Specialist
- Jeffrey Stumm – Network Management Specialist: Supports credentialing, contracting and Medicaid enrollment.