

Welcome to the Magellan Provider IBHS Workgroup

OCTOBER 8, 2026

Magellan
HEALTHCARE®



The background is a solid teal color. Scattered throughout are several triangles of different sizes and colors, including light blue, dark blue, yellow, and green. Some are pointing up, some down, and some are tilted.

Welcome and Opening Remarks

Magellan
HEALTHCARE®

Workgroup Agenda

- » Welcome
- » OMHSAS Updates
- » Network Updates
- » Clinical Updates/Reminders
- » Upcoming Forums, Technical Assistance, and Resources
- » Questions

The background is a solid teal color. It is decorated with several geometric shapes, primarily triangles, in various colors including light blue, yellow, green, and dark blue. These shapes are scattered across the slide, with some appearing as small accents and others as larger, more prominent elements. For example, there are small yellow triangles near the top left, a larger light blue triangle on the left side, and a large light blue triangle on the right side. There are also green and dark blue triangles scattered throughout.

OMHSAS Updates

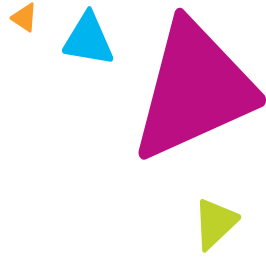
Magellan
HEALTHCARE®

PA Insurance Department: Primary Insurance issues



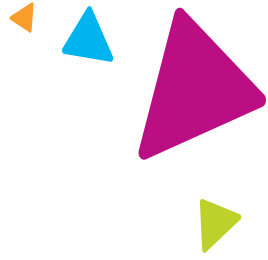
- OMHSAS, Magellan, and CCBH met in August with Federal Department of Labor about these challenges.
- Dept of Labor requested specific examples including ones where a formal complaint was filed. OMHSAS was planning to do an email blast to their listservs outlining the specific info/details needed.
- We are currently awaiting this request from OMHSAS.

PA Insurance Department: Primary Insurance issues



- 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>
 - As an alternative, they may also call 877-881-6388.
- 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 case).
- Providers should be prepared to offer member name, address, county, insurance name and ID#, and detailed complaint information. Providers have also been asked to upload copies of insurance cards, screen shots of dates of service, claims received, and current status as well as proof of claim inquiry.

New National ABA codes

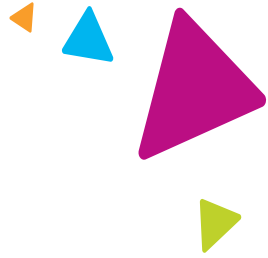


OMHSAS determines all in-plan covered services.

OMHSAS needs to decide if any of the new national ABA codes will be added to the available IBHS ABA procedure codes.

The BH-MCOs can only use IBHS ABA codes that are approved by the state. To date, no information has been shared from OMHSAS about the addition of these codes.

Group Parent Training



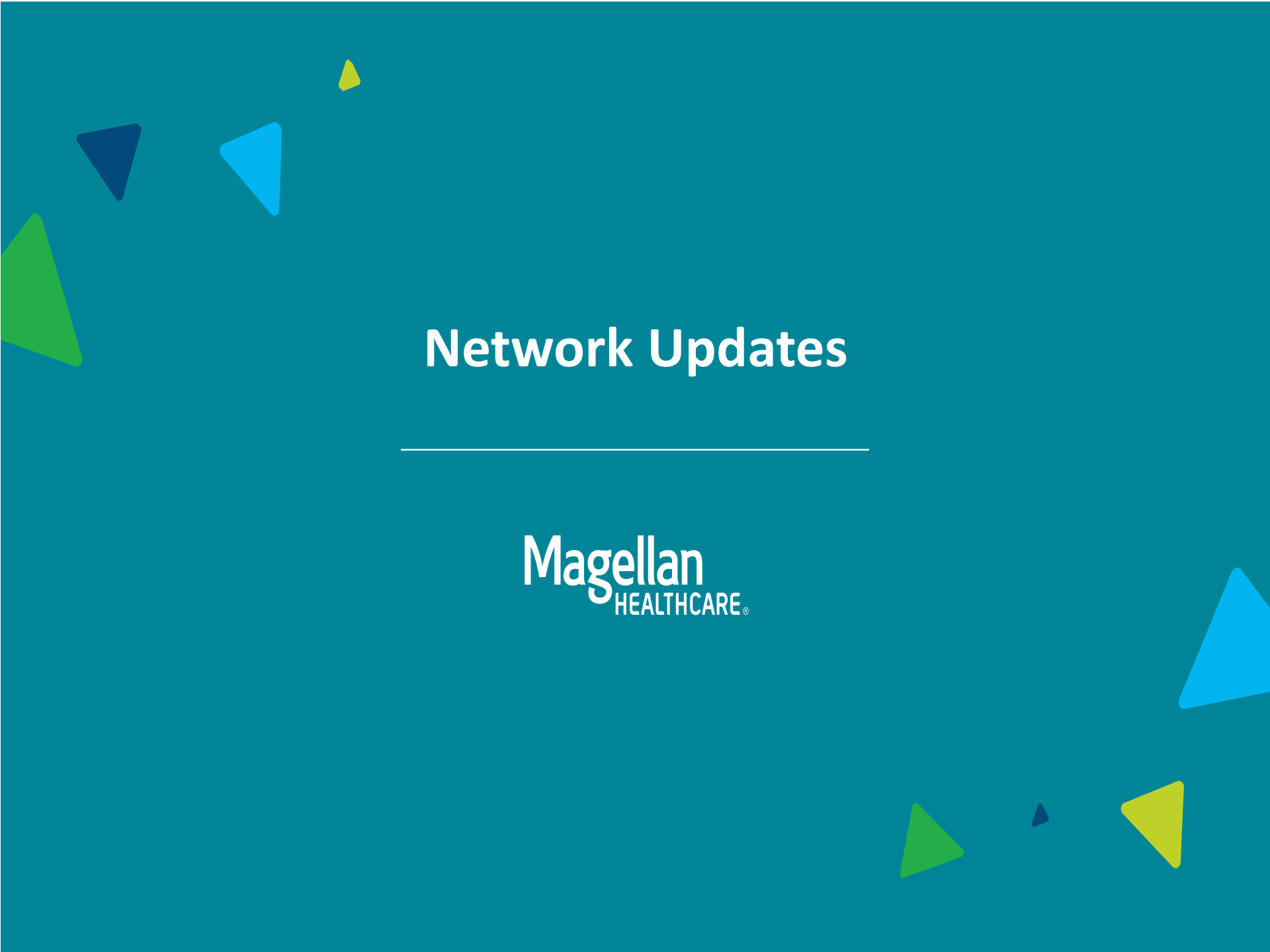
As reviewed on the prior slide, OMHSAS determines all in-plan covered services.

Group parent training is not a service/ code currently adopted by the state. Therefore, it is not MA billable. Some primary insurances may allow it.

IBHS Regulatory Review



OMHSAS and Marsh (formerly Mercer) are starting a review of the existing IBHS regulations. BH-MCO and public input will be sought.

The background is a solid teal color. Scattered throughout are several triangles of various sizes and colors, including dark blue, light blue, green, and yellow. Some triangles are pointing upwards, some downwards, and some are oriented horizontally.

Network Updates

Magellan
HEALTHCARE®

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
- **Open Position** – Network Management Specialist – Montgomery County
- **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
- **Taylor Florence** – Claims Resolution Specialist - florencet@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 if 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 using a member's home address or any location other than a contracted rendering service location. These approved locations are listed on your contracts.
- Please bill with your contracted codes and modifiers. Authorization codes may differ from 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 (and all members with a commercial insurance), 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



- Providers interested in expanding services are encouraged to submit requests through the standard Provider Expansion Process.
- If you have already submitted an application, no further action is needed. Your application remains active and on file (provided it has not been declined).
- Applications are reviewed monthly, taking into consideration county-specific needs, current capacity, and service availability. Decisions are made at the county level and may evolve over time.
- All inquiries can be sent to:
MBHInterestedProviderApplication@magellanhealth.com

Provider Changes or Provider Expansion



Please email MBHInterestedProviderApplication@magellanhealth.com
and identify the change or expansion.

Provider Changes:*

- ☐ **Moving locations – Trended issue and may cause reimbursement delays**
- ☐ Wanting to add a new location

Provider Expansion:*

- ☐ Seeking to add ABA Services or Individual Services to your Magellan contract
- ☐ Seeking Magellan approval to deliver 1:1 site-based services
- ☐ Seeking Magellan approval to add Group IBHS to your Magellan contract
- ☐ Seeking Magellan approval to add ABA Group Services

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

IBHS Group Process for Magellan Approval



- If your agency is interested in expanding the IBHS Services currently being provided under your Magellan contract to include Groups and/ or 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.

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 8 a.m. - 8 p.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 know their revalidation date and are responsible to re-enroll as needed.
 - This is for all enrolled locations and for all provider/ specialty types
 - Example – individual 11/590, group 11/591, and ABA 11/592 are all individual provider type/specialty types.

***Without active MA enrollment, providers are
at risk for not being reimbursed.**

Out of Network



- When referring or transferring a Magellan member or family to another provider, please ensure the provider is a contracted/ in-network with Magellan.
- Magellan's policy related to non-pars requires that all in-network options have been exhausted.
- To initiate a referral for a member or family to an out-of-network IBHS provider without talking to 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.

The background is a solid teal color. It is decorated with several triangles of various sizes and colors, including light blue, dark blue, yellow, and green, scattered across the slide.

Clinical Updates/Reminders

Magellan
HEALTHCARE®

HR-1

Provider Notice

Important Medicaid Changes Under Federal H.R. 1: Preparing for Member Eligibility Changes

We are sharing important information regarding upcoming changes to Pennsylvania's Medical Assistance (Medicaid) program resulting from the federal law H.R. 1, signed into law in July 2025. Pennsylvania's Department of Human Services (PA DHS) is implementing several changes that will impact eligibility and renewal requirements for certain Medicaid members beginning January 1, 2027.

As trusted partners in the delivery of behavioral health services, providers play an important role in helping members remain connected to care and informed about changes that may affect their health coverage.

Magellan's [HR1 Information webpage](#) includes comprehensive resources from PA DHS to include the [HR1 FAQ Line \(1-877-883-6383\)](#). *Review this webpage together with colleagues and your members as soon as possible to prepare for the upcoming Medicaid changes.*

Key Changes Effective January 1, 2027

- **Magellan published a new HR-1 webpage that includes:**
- Key information from Pennsylvania DHS
- A helpful FAQ document
- Steps members can take to prepare and ensure they receive timely communications
- We encourage providers to review and share this resource with individuals & families.
- https://www.magellanofpa.com/documents/2026/09/092226_providerannouncementforhr1information.pdf/

Online IBHS Discharge – Update coming soon



Pennsylvania HealthChoices Discharge from Services

Complete this form for Intensive Behavioral Health Services/Applied Behavior Analysis *only*. Other levels of care do not require submission of this form.

Next

Online Discharge Form:

Complete within 7 days of discharge
Discharge date should be last billable service, not date completing the form
Please include the Mental Health Aftercare Plan
Please complete only when member is discharging from all IBH Services.

Link will remain on the Forms page under “Discharge Form”:

<https://www.magellanofpa.com/for-providers/provider-resources/forms/>

Member Information

* Required

Member Name *

Medicaid Number *

Date of Birth *

Member Phone *

County *

Previous

Next

Reasons for Stop/Start requests



- Clinical presentation has changed and warrants an updated assessment, but the authorization end date is approaching.
 - Ex. Auth ends 11/1/26. Behaviors at school have escalated following the start of school. Reassessment is completed and recommends increasing BHT hours at home from 10hr/month to 20hr/month. Stop/Start packet requests to stop current auth 9/30/26 and new 6-month auth starting 10/1/26.
- Trying to align a Magellan authorization with a TPL authorization.
- Magellan is seeing an increase lately in unclear provider rationales for utilizing the Stop/Start process.
 - Ex. Auth ends 11/1/26. “Stop/Start” packet submitted on 10/25/26 with the same services/hours as currently authorized but requesting to end current auth early, 10/26/26. Please submit this as a concurrent.

Family Based Services (FBS) referrals

A decorative graphic in the top right corner consisting of several colorful triangles in shades of teal, orange, blue, green, and magenta, arranged in a scattered pattern.

- Requires an evaluation based on a face-to-face interaction with the child/youth/young adult, held within 60 days of packet submission.
- Magellan has a monthly FBS Access Survey. Ask your Care Manager if survey results are needed to make a referral.
- Contact the FBS provider directly and they will submit an authorization request to Magellan.
- Allowed a 14-day overlap if needed with IBHS and FBS.

Treatment Record Review (TRR) Process



- IBHS programs will be selected for a 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

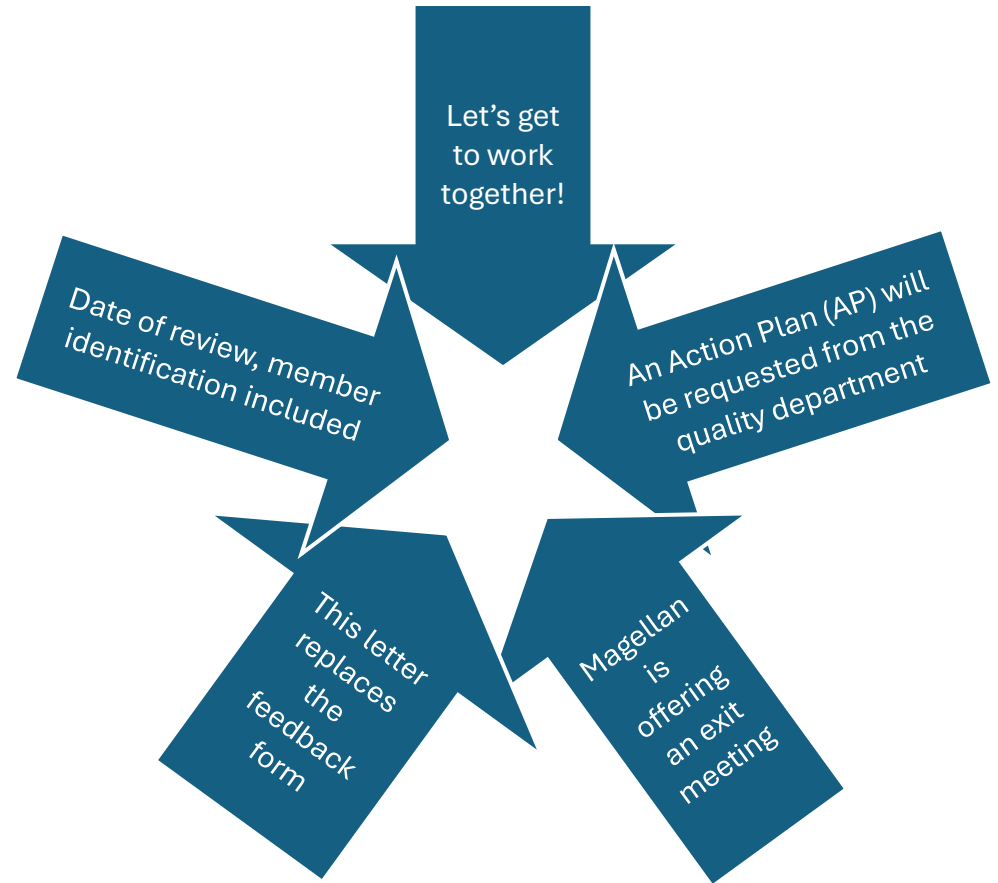


No action plan will be requested, even if there were opportunities identified



Outcomes of the TRR: Two Communications

Letter: Score 75% and below



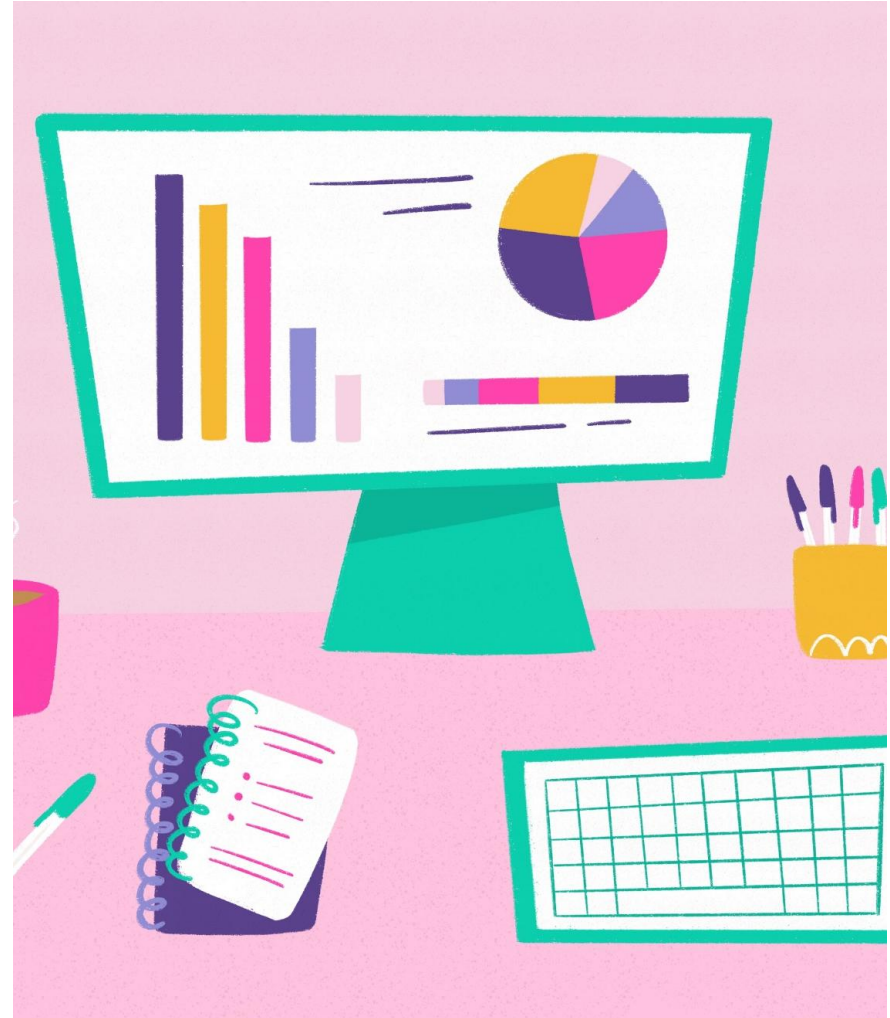
Q2 2026 TRR Results



Q2 2026 Providers						
County	Written Order	Assessment	Individual Tx Plan	CANS	IBHS MNG	Overall Total
BUC	99.28%	92.55%	83.29%	82.61%	79.35%	87.77%
CAM	66.67%	90.48%	72.92%	100.00%	83.33%	80.56%
LEH	97.92%	91.29%	83.02%	100.00%	75.00%	87.41%
MNT	98.21%	85.00%	85.59%	90.38%	83.93%	86.45%
NOH	97.78%	85.41%	76.25%	100.00%	73.33%	82.10%
Overall	91.97%	88.95%	80.21%	94.60%	78.99%	84.86%

Q3 2026 TRR results

Q3 TRR results should be processed in October and shared by the end of the month.



Treatment Record Review (TRR) – Q4 2026



Providers for review, Q4 2026:

Acclaim

CLIU21

Creative Health

Glenn Koch

Impact

Lehigh University

Matrix

Mind Well

PA Mentor SE

Piece of our Puzzle

Potential Inc

YAP

Assist

CIU20

Family Therapy

Healing Hearts

KidsPeace

Lenape Valley

Merakey

Neurabilities/CNNH

Passionate Thoughts

Pillar ABA

Team Counseling Concepts

Assessment Observations



Dates of observations



Times: How long were you observing?



Setting of observation



Data from observations

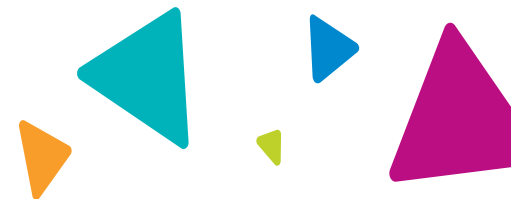
Full Time BHT/BHT-ABA



- Observations in that setting
- Specifics about that setting (staff: child ratio, current supports, attempted interventions)
- Consider the Child and Adolescent Service System Program (CASSP) principles. *“Services take place in settings that are the most appropriate and natural for the child and family and are the least restrictive and intrusive available to meet the needs of the child and family.”*
- Show us the data



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	
☐	Online authorization request
☐	Registration Treatment Authorization Request (TAR) Form
☐	Individual or Group Initial Assessment – 60 units for 30 days
☐	ABA Initial Assessment – 96 units for 45 days
☐	Written Order – Completed within 1 yr of submission

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

Concurrent Service Request	
☐	Online authorization request
☐	Treatment Authorization Request (TAR) Form
☐	Written Order – Completed within 1 yr of submission
☐	Assessment – Please be sure this includes specific service(s) recommendation.

https://www.magellanofpa.com/documents/2026/02/021626_ibhsauthrequestchecklist.pdf/

BC-ABA Family Adaptive Code



97156 ABA code does allow for face-to-face work with a guardian or caregiver including a teacher or daycare staff, etc.

*Please note that this is a ***billing*** code and will not show up on your authorizations.

Please utilize Place of Service (POS) code 99 for this scenario.

The background is a solid teal color. Scattered throughout are several triangles of different sizes and colors, including dark blue, light blue, yellow, and green. Some triangles are pointing up, some down, and some are tilted. They are primarily located in the top-left and bottom-right corners, with a few in the center.

Upcoming Forums, Technical Assistance, & Resources

Magellan
HEALTHCARE®

IBHS Best Practice Webinars 2026



Magellan
HEALTHCARE™

IBHS BEST PRACTICES WEBINARS 2026

UPCOMING VIRTUAL OPPORTUNITIES:

COMPLETED

25

JUN, 2026

TOPIC: DEVELOPMENTAL
NORMS

9:00AM - 10:00 AM

COMPLETED

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.

Q1 2027 IBHS Provider Webinar



Thursday, January 28, 2027 –

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

Registration link:

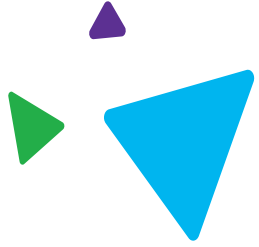
<https://events.teams.microsoft.com/event/e079bcb8-5e67-401a-b8b4-541a0e84a4f3@a9df4fcb-7f39-49f4-9d70-1ee81b27a772?source=copyLinkLegacyShareLinkDialog>

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

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



Magellan Website Resources



Website: <https://www.magellanoftpa.com/>

Member Handbook: <https://www.magellanoftpa.com/for-members/>

Release Forms: <https://www.magellanoftpa.com/for-members/>

Services and Programs: <https://www.magellanoftpa.com/for-providers/services-programs/>

Community Resources: <https://www.magellanoftpa.com/for-providers/community/>

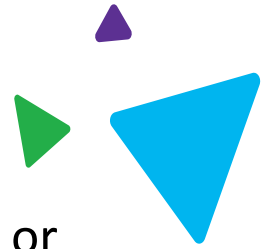
Provider Search: <https://www.magellanoftpa.com/provider-search/>

Compliance Alerts: <https://www.magellanoftpa.com/for-providers/>

Medical Assistance [MA] Toolkit for Communities: [Medical Assistance \(MA\) Toolkit for Communities | Magellan of PA](#)



External Written Orders/Assessments - REVIEW

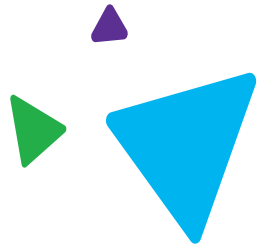


- IBHS OMHSAS report requires BH-MCOs to report any Written Orders or Assessments done outside of Magellan's billable codes (for example: A WO completed by a Developmental Pediatrician).
- Please e-mail ibhs@magellanhealth.com the following information when you encounter a member with an external Written 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?



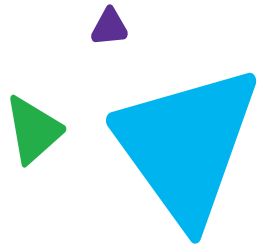
First, check our Magellan's Provider Manual at:

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



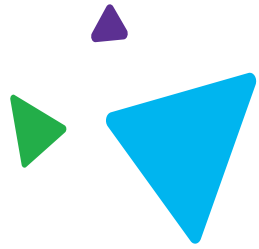
Caregiver FAQ



- Offered on the IBHS Member and Provider Pages.
 - <https://www.magellanoftpa.com/for-members/services-programs/ibhs/>
 - <https://www.magellanoftpa.com/for-providers/services-programs/intensive-behavioral-health-services-ibhs/>
- 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.



Helpful Resources for Online Authorizations

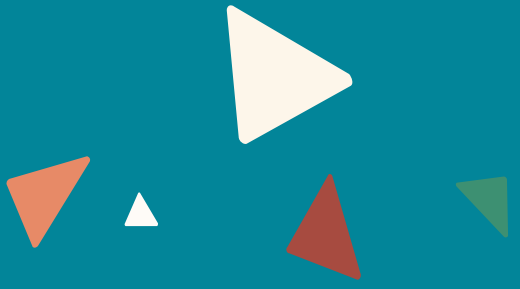


- Self-Service Provider Training Materials are available at:
<https://www.magellanprovider.com/providing-care/initiating-care/authorization/system.aspx>
- You will find written training materials and instructional videos. Recommend checking out the following step-by-step instructions and other helpful 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....

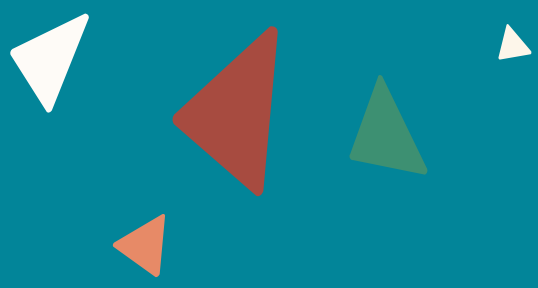


QUESTIONS?



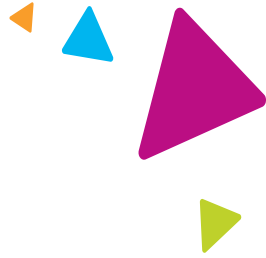
A cluster of five triangles in the top right corner: a large light beige triangle pointing right, a medium orange triangle pointing left, a small white triangle pointing up, a medium dark red triangle pointing left, and a small green triangle pointing left.

THANK YOU!

A cluster of five triangles in the bottom left corner: a medium light beige triangle pointing left, a large dark red triangle pointing right, a medium green triangle pointing right, a small white triangle pointing right, and a small orange triangle pointing right.

Magellan
HEALTHCARE®

Legal



This presentation may include material non-public information about Magellan Health, Inc. (“Magellan”), a subsidiary of Centene Corporation. By receipt of this presentation each recipient acknowledges that it is aware that the United States securities laws prohibit any person or entity in possession of material non-public information about a company or its affiliates from purchasing or selling securities of such company or from the communication of such information to any other person under circumstance in which it is reasonably foreseeable that such person may purchase or sell such securities with the benefit of such information.

The information presented in this presentation is confidential and expected to be used for the sole purpose of considering the purchase of Magellan services. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential. The attached material shall not be photocopied, reproduced, distributed to or disclosed to others at any time without the prior written consent of Magellan.