

Kaiser Foundation Health Plan of Washington
Kaiser Foundation Health Plan of Washington Options, Inc.
Provider Communications, RCB-C2W-02
PO Box 34262, Seattle WA 98124-1262

April 28, 2020

KAISER FOUNDATION HEALTH PLAN OF WASHINGTON AND KAISER FOUNDATION HEALTH PLAN OF WASHINGTON OPTIONS, INC. AND MAGELLAN HEALTHCARE, INC. FORM A PARTNERSHIP

Dear Provider,

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) has engaged Magellan Healthcare, Inc. (Magellan) to support connecting our patients to care, credentialing our network providers and maintaining up-to-date provider practice data. Magellan will send you details prior to the effective date about how to best work with them for member referrals, recredentialing and information updates about your practice (including your contact preferences).

Effective July 1, 2020, Magellan will begin managing provider credentialing, information about your practice and member referrals.

What is CHANGING

- Magellan will contact you directly (by phone, text or email) to schedule appointments for new referrals. If Magellan contacts you, it means the member is authorized for treatment.
- You will need to communicate directly with Magellan on a monthly basis to change or confirm information about your practice. Magellan will provide information about how to do this.
- Magellan will contact you regarding recredentialing at the appropriate time.

What is NOT Changing

- Your contract remains with Kaiser Permanente. You will still follow our provider manual for billing, claims, etc.
- Kaiser Permanente will continue to manage authorizations, re-authorizations and billing.

Please take action to ensure your practice and credentialing information is up to date

Please go to <https://wa-provider.kaiserpermanente.org/provider-support/provider-update> on the Kaiser Permanente provider website to ensure that your practice information is up to date. You can submit any changes of mailing address, care site(s), and other contact information by filling out a Provider Demographic and Business Update form. We request that you update your contact information promptly so that our members can receive care without delay.

Pursuant to Washington State law (House Bill 1552) practitioners need to have their credentialing applications on a centralized database. Paper applications are no longer accepted. Please make sure you have an application that is current on One Health Port <https://www.onehealthport.com/>.

Additionally, Magellan utilizes the CAQH universal application to streamline the credentialing process. This application is free to providers and utilized by most of the major payers across the country. Completing and maintaining a CAQH profile will assist Magellan to complete your recredentialing process quickly and usually without additional outreach to you. If you are not currently using CAQH and would like to, please go to <http://proview.caqh.org> and click the *Register Now* link in step 3 under the “*First Time Here?*” header. For new and existing users, please authorize Magellan to retrieve your application by clicking “Magellan Health” or “All”.

Questions?

- Please review the Frequently Asked Questions (FAQ's) below for further details about this new process.
- Please go to the mental health services page on the Kaiser Permanente website at <https://wa-provider.kaiserpermanente.org/patient-services/mental-health> for more information. This page will be periodically updated as we get closer to the implementation date.
- You will receive a Welcome Packet email from Magellan prior to the effective date with detailed information that will answer your questions about the logistics of working with Magellan.
- If you still have questions, please contact the Kaiser Permanente Provider Assistance Unit at 1-509-241-7206 or toll-free at 1-888-767-4670, Monday through Friday from 8 a.m. to 5 p.m.

We appreciate your services to our managed care members and encourage your collaboration with Magellan to continue to provide Kaiser Permanente members with quality care.

Sincerely,



James Teems, PhD, LMHC
Interim Director, Mental Health and Wellness
Manager, Mental Health Access Center

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. and Magellan Healthcare, Inc. Partnership
Frequently Asked Questions for Providers

Who is Magellan?	<p>Magellan Healthcare, Inc. (Magellan), a Fortune 500 company, is a leader in managing the fastest growing, most complex areas of health, including special populations, complete pharmacy benefits and other specialty areas of healthcare. Magellan supports innovative ways of accessing better health through technology, while remaining focused on the critical personal relationships that are necessary to achieve a healthy, vibrant life. Magellan's customers include health plans and other managed care organizations, employers, labor unions, various military and governmental agencies and third-party administrators. For more information, visit MagellanHealth.com.</p> <p>The Magellan Health affiliate, Magellan Healthcare, offers customers a broad array of mental health and substance abuse clinical management services that combines the best of traditional approaches to healthcare delivery with innovative, emerging solutions.</p>
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<p>What is changing for me?</p>	<p>Beginning July 1, 2020, Magellan will coordinate with you on Kaiser Foundation Health Plan of Washington (HMO) members' appointment referrals for outpatient mental health (including medication management and psychological testing) and substance use disorders services, as well as your recredentialing and updating information about your practice.</p> <p>Magellan may coordinate appointments for Kaiser Foundation Health Plan of Washington Options, Inc.'s (POS & PPO) members. There is no change to that benefit and no authorization is required for services.</p>
<p>What will stay the same?</p>	<p>Your provider contract will remain with Kaiser Permanente.</p> <p>You will still contact Kaiser Permanente about:</p> <ul style="list-style-type: none"> • Member eligibility • Authorization • Claims for outpatient behavioral health and substance use services • Higher levels of care (intensive outpatient, partial hospitalization, residential, and inpatient programs).
<p>How will I get appointment referrals from Magellan?</p>	<ol style="list-style-type: none"> 1. Members will continue to go through the Kaiser Permanente Mental Health Access Center (MHAC) at 1-206-630-1680 or toll free at 1-888-287-2680 for authorization of services. MHAC will then send the authorization to Magellan to coordinate appropriate care for the member. 2. Magellan will contact you by phone, text, or email about your appointment availability when a Kaiser Permanente member in your area requires outpatient mental health (including medication management and psychological testing) and substance use disorders services. 3. If you can meet the care need, you will let Magellan know your available appointment dates/times. 4. Magellan reaches out to the member to confirm appointment day/time. 5. Magellan will confirm the appointment and share member-specific information with you so you can contact the member with pre-appointment details (paperwork, address, parking, etc.). 6. Kaiser Permanente will notify you about the authorization details, once you accept the appointment referral from Magellan.
<p>What services are covered by this arrangement?</p>	<p>The agreement with Magellan covers psychiatrists, psychologists and masters level therapists providing the following services:</p> <ul style="list-style-type: none"> • outpatient therapy • outpatient substance use disorder treatment • medication management • psychological testing • neuropsychological testing