



Kaiser Foundation Health Plan of Washington Kaiser Foundation Health Plan of Washington Options, Inc. Magellan Transition FAQ

Effective June 30, 2025, Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) will not renew its agreement with Magellan Healthcare (Magellan).

1. What are the impacts of this change?

Kaiser Permanente is not renewing its agreement with Magellan. All network services previously handled by Magellan, including credentialing, updating provider practice data, and appointment scheduling support, will now be managed directly by Kaiser Permanente. **This change does not affect your contract with Kaiser Permanente.**

2. How will credentialing work moving forward?

Magellan will complete provider recredentialing applications with renewal due dates through June 2025. Kaiser Permanente will manage credentialing and recredentialing of providers with renewal due dates of July 2025 or later. Please refer to our [Practitioner Credentialing](#) provider manual page for additional information.

3. How do I make practice or organization changes now?

Practice, organization, and billing changes, and adding or terminating individual practitioners from group practices can be submitted to Kaiser Permanente using the appropriate form found on the [Inform us of your practice changes](#) page on our provider site

For contract terminations, a minimum 90-day formal notification is required to be submitted to your assigned contract manager. Please reference the duration and termination clause within your agreement for specific notification timeframes.

Please submit changes directly to Kaiser Permanente starting April 1, 2025.

4. Magellan used to direct referrals to my practice on a regular basis for appointing; how will I receive referrals now?

Please complete this [Mental Health & Wellness Provider Referral Survey](#) regarding your practice. This information will be collected as reference for our Mental Health Access Center (MHAC) when identifying patient-provider matches for referrals.

Questions? Please contact the Provider Assistance Unit at 1-888-767-4670.