



Sharp Health Plan

Transition of Mental Health, Substance Use Disorders and Applied Behavior Analysis Services Frequently Asked Questions

QUESTION	ANSWER
<p>What is changing?</p>	<p>Effective Jan. 1, 2024, Magellan* manages the mental health and substance use disorder benefits for Sharp Health Plan members in Medicare Advantage plans.</p> <p>Effective Feb. 1, 2024, Magellan also manages the mental health and substance use disorder benefits, along with the autism benefits, for members in Commercial (HMO/POS/PPO) and Exchange plans.</p> <p>Most Sharp Health Plan members live in San Diego and Riverside counties, but members also may reside outside these areas.</p>
<p>If I am currently treating a Sharp Health Plan member, what do I need to do?</p>	<p>To continue to treat your Sharp Health Plan patients at the in-network benefit, you will need to join the Magellan network by becoming contracted and credentialed with us.</p>
<p>If I do not join the Magellan network, what will happen to my Sharp Health Plan patients?</p>	<p>While we encourage you to join the Magellan network, if you decide not to join, you will have up to 12 months to complete your patient’s episode of care, or they may transition to an in-network Magellan provider.</p> <p>Sharp Health Plan members in the PPO and POS plans will have out-of-network benefits and may choose to remain in your care. These members will incur higher out-of-pocket expense due to seeing an out-of-network provider.</p>
<p>How do I verify eligibility for Sharp Health Plan members?</p>	<p>Before providing care, please verify the member’s eligibility using the Availity Essentials portal. Go to www.Availity.com and sign in using your Availity Essentials login. (Register for an account if you do not already have one.) From the <i>Patient Registration</i> tab, select <i>Eligibility and Benefits Inquiry</i>, then <i>Magellan Healthcare</i> from the list of payers. Or contact Magellan at 1-866-512-6190 to verify benefit eligibility for members.</p>

<p>How do I request authorization for mental health and substance use disorders services?</p>	<p>Magellan will use our streamlined clinical management model for outpatient treatment for Sharp Health Plan members. In this model, for most cases, providers do not need to preauthorize routine outpatient services or submit treatment request forms for continued care.</p> <p>To request inpatient member care or non-routine outpatient services, such as transcranial magnetic stimulation, psychological testing, residential treatment, partial hospitalization and intensive outpatient, contact Magellan.</p> <p>If you have any questions about coverage and whether preauthorization is necessary for the service you are providing, contact us at 1-866-512-6190.</p>
<p>How do I request authorization for ABA services?</p>	<p>All ABA services require preauthorization. To request initial services, complete the ABA initial authorization form and submit it along with the member’s diagnostic report via encrypted email to SharpHPABA@MagellanHealth.com. For all subsequent requests, submit your updated treatment plan or the Magellan ABA treatment plan/concurrent review form for continued care via encrypted email to SharpHPABA@MagellanHealth.com.</p> <p>Find additional information on autism spectrum disorders, including forms for requesting ABA initial authorization and concurrent review at www.MagellanProvider.com/Autism (sign in required).</p>
<p>Where do I submit claims for Sharp Health Plan members?</p>	<p>Claims for covered services rendered to Sharp Health Plan members for dates of service on or after Jan. 1, 2024, for Medicare Advantage plans and on or after Feb. 1, 2024, for Commercial (HMO/PPO/POS) and Exchange plans, must be submitted to Magellan. We encourage providers to submit claims electronically by utilizing either direct connect, an approved clearinghouse, or Magellan’s online claims application, <i>Submit a Claim Online</i>, at www.MagellanProvider.com (requires sign in). Magellan’s Payer ID number is 01260.</p> <p style="text-align: center;">Submit paper claims to: Magellan Healthcare P.O. Box 710430 San Diego, CA 92171</p>