

Table of Contents

Behavioral Health

General Information	6.1
Emergency Admissions – Behavioral Health (HMO/POS/PPO/CMM)	6.1
Member eligibility	6.1
Claims submission	6.1
HMO/POS	6.1
PPO.....	6.2
CMM.....	6.2

General Information

Magellan Behavioral Health, Inc. is an independent managed care behavioral health care company contracted by AmeriHealth to manage the mental health and substance abuse (behavioral health) benefits for the majority of our Members with HMO/POS, PPO, and Comprehensive Major Medical (CMM) coverage. Magellan Behavioral Health, Inc. develops, contracts with, and services its own network of behavioral health providers and facilities.

In order for a Member with Magellan Behavioral Health, Inc. as their behavioral health provider to receive the highest level of benefits, behavioral health services must be coordinated by Magellan Behavioral Health, Inc. Benefits vary based on the benefits plan type and employer group. Not all employer groups use Magellan Behavioral Health, Inc. for their behavioral health benefits.

Note: Magellan Behavioral Health, Inc. is available 24 hours a day, 7 days a week.

Emergency Admissions – Behavioral Health (HMO/POS/PPO/CMM)

Preapproval/Precertification for Emergency behavioral health Admissions is not required. When a Member is admitted as an Inpatient through the emergency room, the hospital is required to notify Magellan Behavioral Health, Inc.'s Preapproval/Precertification Review department within 48 hours or on the next business day, whichever is later.

Member eligibility

Providers are encouraged to verify Member benefits and eligibility via NaviNet[®], the Interactive Voice Response (IVR) system, or by calling Magellan Behavioral Health, Inc. at 1-800-809-9954. The contact information is also located on the Member's ID card.

Claims submission

HMO/POS

HMO/Referred (In-Network) POS

In order for HMO/Referred (In-Network) POS Members to receive the highest level of benefits, members must use a Magellan in-network mental health and substance abuse provider. Providers are encouraged to verify HMO and POS Member benefits and eligibility via NaviNet or the IVR system.

All HMO/Referred (In-Network) POS Inpatient, non-Emergency Admissions, intensive Outpatient, partial hospitalization treatment, and substance abuse services must be Preapproved. To Preapprove an Admission, intensive Outpatient program, partial hospitalization program, or substance abuse Outpatient Service, please contact Magellan Behavioral Health, Inc. at 1-800-809-9954.

Please submit AmeriHealth HMO/Referred (In-Network) POS claims to:

Magellan Behavioral Health, Inc.
P.O. Box 1958
Maryland Heights, MO 63043-1958

Self-Referred (Out-of-Network) POS

All Self-Referred (Out-of-Network) POS Inpatient, non-Emergency Admissions must be Preapproved. To Preapprove an Admission, please contact Magellan Behavioral Health, Inc. at 1-800-809-9954.

Please submit all AmeriHealth Self-Referred (Out-of-Network) POS claims to:

AmeriHealth Processing Center
P.O. Box 41574
Philadelphia, PA 19101-1574

POS Plus with the National Access Rider

Please submit all AmeriHealth New Jersey POS (Referred and Self-Referred) with the National Access Rider mental health and substance abuse claims to:

Magellan Behavioral Health, Inc.
P.O. Box 1958
Maryland Heights, MO 63043-1958

PPO

The majority of Members with PPO coverage must utilize Magellan Behavioral Health, Inc.'s PPO provider network to receive the highest level of in-network mental health and substance abuse benefits. Benefits vary based on benefits plan type and employer group.

All Inpatient and in-network PPO partial/Outpatient mental health and substance abuse services must be Preapproved by calling Magellan Behavioral Health, Inc. at 1-800-809-9954. Since some PPO and HSA-qualified High Deductible Health Plan options still require that all in-network and out-of-network behavioral health services must have Preapproval, please verify Preapproval requirements before providing behavioral health services.

Please submit AmeriHealth New Jersey *without* the National Access Rider Standard and Flex PPO mental health and substance abuse claims to:

AmeriHealth Processing Center
P.O. Box 41574
Philadelphia, PA 19101-1574

Please submit AmeriHealth New Jersey *with* the National Access Rider (In-Network and Out-of-Network) mental health and substance abuse claims to:

Magellan Behavioral Health, Inc.
P.O. Box 1958
Maryland Heights, MO 63043-1958

CMM

Magellan Behavioral Health, Inc. manages the mental health and substance abuse benefits for CMM Members. Inpatient and partial hospitalization services for mental health and substance abuse services must be Preapproved. To Preapprove an Admission or partial hospitalization service, please call Magellan Behavioral Health, Inc. at 1-800-809-9954.

Please submit CMM mental health and substance abuse claims to:

AmeriHealth New Jersey CMM
P.O. Box 41574
Philadelphia, PA 19101-1574