

Member Services

Member Service Line

866-912-6285
877-725-7753 TDD/TTY
Monday thru Friday
8 am to 5 pm (CST)

Member Services is available to answer questions regarding the following:

- Find a Doctor
- Benefits Eligibility
- ID Card Replacement
- PCP changes

Members can visit Magnolia's provider Portal at www.magnoliahealthplan.com to access the following:

- Member Handbook
- Magnolia Programs & Services

Claims Submission (Paper and EDI)

Magnolia encourages its providers to file claims electronically. Listed below are the instructions for submitting claims electronically and hard copy.

Clearinghouse Vendors

(Payor ID for Magnolia Health Plan - 68062)

- Emdeon
- SSI
- Gateway EDI

PaySpan Health

Electronic EFT/ERA
1-877-331-7154
or register at
www.payspanhealth.com

Submit Paper Claims to:

Magnolia Health Plan
Attn: CLAIMS DEPARTMENT
P.O. Box 3090
Farmington, MO 63640-3825

Provider Services/ Claims Services

Contact Provider Services for assistance with the following services:

- Answer questions regarding claim status
- Provider education/ orientation
- Network participation
- Member eligibility/ verification
- Change, update or correct demographic information

Providers can visit Magnolia's Health Plan Provider Portal at www.magnoliahealthplan.com to access the following:

- Provider Manual
- Provider Forms
- Provider Newsletter (If you are not able to access the newsletter via web, please contact Provider Service)
- Wellness information
- Magnolia Health Plan news
- Clinical Guidelines

The following information is available via the secure portal:

- Member Eligibility
- PCP verification
- Submit Claims
- Claims Inquiry
- View PCP Panel (patient list)

Front of Card:



Member Name: Jane Doe
Medicaid ID#: XXXXXXXXXX

PCP Name: John Doe
PCP Number: XXX-XXX-XXXX

If you have an emergency, call 911 or go to the nearest emergency room (ER). You do not have to contact Magnolia for an okay before you get emergency services. If you are not sure whether you need to go to the ER, call your PCP or Magnolia NurseWise® toll-free at 1-866-912-6285 (TDD/TTY 1-877-725-7753 or Mississippi Relay Services at 711). NurseWise is open 24 hours a day.

Back of Card:

MEMBERS:

Member Services line 1-866-912-6285
TDD/TTY 1-877-725-7753
Mississippi Relay Services 711
24/7 NurseWise 1-866-912-6285
Dental/Vision 1-866-912-6285

PROVIDERS:

IVR Eligibility inquiry - Prior Auth 1-866-912-6285
US Script Help Desk 1-800-460-8988
Behavioral Health 1-877-210-8513

Medical claims:

Magnolia
Attn: CLAIMS
P.O. Box 3090
Farmington, MO 63640-3825

Provider/claims information via the web: www.MagnoliaHealthPlan.com.

Vendor Services Behavioral Health Dental Vision Transportation Nursewise

Behavioral Health

Mississippi Department of Mental Health
Phone: 1-800-421-2408

DentaQuest

1-866-912-6285

Opticare

Customer Relations:
1-800-334-3937

Logisticare Transportation Services

Non-emergent Transportation
Phone: 1-866-331-6004

NurseWise®

1-866-912-6285

NurseWise® is a 24 hour free health information phone line. The nurse triage service provides access to a broad range of health-related services including health education and crisis intervention.

National Imaging Associates

Radiology Benefits Manager
1-866-912-6285

www.RadMd.com

Prior Authorization required for Outpatient:

- CT/CTA/CCTA
- MRI/MRA
- PET Scan

***Visit www.RadMd.com for a complete listing

Rx: US Script
BIN: 008019

Value Added Member Benefits

StartSmart for your Baby®

Is our special program designed to educate women who are pregnant.

US Script Pharmacy Manager:

Prior Authorization:

- Phone: 1-866-399-0928
- Fax: 1-866-399-0929
- Help Desk Line:
 - 1-800-460-8988

Nurture® provides a full spectrum of Disease Management outreach and education to members with chronic conditions such as

- Asthma
- Congestive Heart Failure (CHF)
- Diabetes
- Hypertension
- Obesity

CVS Caremark:

Phone: 1-800-237-2767
Prior Authorization Fax line:
1-800-323-2445

CareCentrix/DME:

1-888-571-6019
Spectrum of services:

- Traditional Home Healthcare
- Home Infusion
- Home Medical Equipment
- Orthotics & Prosthetics

MemberConnections® is an educational outreach program designed to educate members about how to access healthcare services and benefits. The program conducts one on one education with members to ensure they understand their benefits, the role of the Medical Home (PCP) and why it's important to establish and maintain a relationship with the Medical Home. Contact Member Services if you have a patient that needs help understanding the program.

Magnolia Address
111 East Capitol Street
Suite 500
Jackson, MS 39201

Prior Authorization Requirements

Service	Auth required	Notif-ication required	Comments	Benefit Limitation
Abortion (Elective)	X		Covered only when medically necessary to save the life of the mother or if pregnancy is the result of rape or incest. Must submit Mississippi Medicaid Abortion Necessity Form.	
Ambulatory Surgery Ctr				
Emergency Ambulance	X		PA for Fixed Wing Air Ambulance Services	
Chiropractic Services				\$700.00 fiscal yr
Dialysis- Freestanding Dialysis Center Services				
Dental Anesthesia	X		Outpatient (00190)	
Dental Svc under 21 yr			Preventive and restorative- Orthodontia coverage	\$2,500/year Provided through DentaQuest \$4,200/lifetime for orthodontia under age 21 through DentaQuest
Dental Svc over 21 yr			Emergent and palliative care	\$2,500/year Provided through DentaQuest
Durable Medical Equipment (DME) and medical supplies*	X		Authorization by CareCentrix* Place of Service – 04, 12, 13, 14, 16, 33, 99 EXEMPTION - DME with a billed amount ≤ \$500 per service line and provided within a par practitioner or clinic office (POS = 11, 22, 50, 49, 72) does not require prior authorization through CareCentrix. (i.e., splint and braces) and should be submitted through the Magnolia Standard Claim Process.	
Emergency Room Svc				6 per fiscal yr
Enteral and Parenteral Nutrition for Home Use*	X		Authorization by CareCentrix*	
EPSDT				Limited to under 21 yr of age.
Eye Glasses				1 per year – adult 2 per year - child Provided through Opticare
Family Planning				OTC contraceptives non covered
Federally Qualified Health Ctr Svc and Rural Health Clinic Svc (FQHC and RHC)				
Genetic Testing	X			
Health Department Svc				
Hearing Svc				Limited to under 21 yr includes cochlear implants
Home Health Care Services*	X		Authorization by CareCentrix*	limited to 25 visits/year)
Hospice Care	X		Must submit copy of MD Certificate of Need with authorization request	
Hospital Inpatient Services	X	X	Inpatient admissions and concurrent review will continue to be authorized through Medicaid's current vendor: HealthSystems of Mississippi. Inpatient Professional Fees by Magnolia	30 days per year
Hysterectomy	X		Must include consent form with Authorization request	
Laboratory Svc			Exception: genetic testing listed above.	
Neuro-Psych Svc	X			
Nuclear Cardiology	X		Including but not limited to: Thallium stress test or nuclear stress test	
Oral Surgeon	X		All services in office setting	
Orthotics and Prosthetics*	X		Authorization by CareCentrix*	
Out-of-Network Physician/Facility/ Services	X		Except ED services and Family Planning Services	
Out-of-State Physician/Facility/ Services	X		Except ED services.	
Observation	X			
Outpatient Therapy (OT, PT, ST) -	X		Initial Evaluation does not require authorization. Submit treatment plan & goals for authorization of continued services. MUST BE BILLED WITH APPROPRIATE G MODIFIERS (GN,GN, GP) For Home Therapy, see Home Health Care Services.	
Pain Management Services	X		Office visits, consultations, services, treatments, and procedures	
Physician Assistant and Nurse Practitioner				
Physician Office Svc				
Plastic Surgeon	X		All services in office setting. Services that are for cosmetic purposes only are not a covered benefit.	
Podiatrist Svc				1 per yr; unlimited for systemic condition
Prescription Drugs				6 per month with no more than 2 of the 6 being brand name drugs
Radiology Services	X		PA only required for CT/CTA, MRA, MRI, PET	
Sleep Study	X		Outpatient or home setting only	
Specialty Injection/ Infusion (infusion in home setting applies to home health benefit limits)	X		See Biopharmaceutical Authorization List on Plan website. Hard copy available upon request. Infusions administered by Hem/Onc do not require authorization	
Stereotactic Radiosurgery	X			
Sterilization Procedures			No Authorization required. Must submit Consent Form with Claim	
Surgery- Elective-Potentially Cosmetic	X		Including but not limited to: Blepharoplasty ; Breast Reconstruction ; Breast Reduction Surgery ; Septoplasty ; Mastectomy for Gynecomastia ; Varicose Vein Treatments	
Transplants	X		All transplants including pre and post transplant services.	

*Services do not require prior authorization if less than \$500.00 and provided in a participating provider's office. Magnolia has delegated management of durable medical equipment (DME), enteral/parenteral nutrition, home health care, home infusion therapy and orthotics and prosthetics to CareCentrix.

Updates to this material can be found at: www.magnoliahealthplan.com