Provider Services/ Claims Services

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 Provider
- Benefits Eligibility
- ID Card Replacement
- PCP changes

Claims Submission (Secure Web Portal, EDI, and Paper)
Magnolia Health highly encourages its providers to file claims electronically utilizing our Secure Provider Portal at MagnoliaHealthPlan.com. Listed below is information about additional options to submit claims using an EDI vendor or by paper copy.

Submit Paper Claims to:
Magna Health
Attn: CLAIMS DEPARTMENT
P.O. Box 3090
Farmington, MO 63640-3825

Submit MS CHIP Paper Claims to:
Magna Health
Attn: CLAIMS DEPARTMENT P.O. Box 5040
Farmington, MO 63640-3825

Clearinghouse Vendors
Magnolia Health partners with many electronic transaction (EDI) vendors. Please refer to MagnoliaHealthPlan.com for a complete listing.

PaySpan Health
Electronic EFT/ERA
1-877-331-7154 or
Phone: 1-866-331-6004

Vendor Services Behavioral Health
Dental
Vision
Transportation
NurseWise

Behavioral Health
Phone: 1-866-912-6285
24 hours / 7 days a week
Prior Authorization Fax:
1-866-694-3649
www.cenpatico.com

Behavioral Health Claims
Phone: 1-866-324-3632
PO Box 7600
Farmingon, MO 63640-3834

Envolve Dental
1-844-646-5636

Envolve Vision
1-844-604-5636

MTM, Inc. Transportation Services
Non-emergent Transportation
Phone: 1-866-331-6004

After-Hours Support & Nurse Advice Line
1-866-912-6285

After-Hours Support & Nurse Advice Line 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

Value Added Member Benefits

Start Smart for Your Baby™ is our special program designed to educate women who are pregnant.

Envolve Pharmacy Solutions
Prior Authorization:
Phone: 1-866-399-0928
Fax: 1-866-399-0929
Help Desk Line:
1-800-460-8988

Envolve PeopleCare™ provides a full spectrum of Disease Management outreach and education to members with chronic conditions such as:
- Asthma
- Congestive Heart Failure
- Diabetes
- Hypertension
- Obesity

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

MemberConnections® is an educational outreach program designed to educate members about how to access health care 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.

Updates to this material can be found at: MagnoliaHealthPlan.com

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Provider Resources

Magnolia Health Services Requiring Prior Authorization (PA) *Effective: 12/01/16 This Participating Provider Prior Authorization List is not intended to be an all-inclusive list of covered services. All services are subject to benefit coverage, limitations, and exclusions as described in applicable coverage guidelines. NON-PARTICIPATING PROVIDERS MUST RECEIVE PRIOR APPROVAL FOR ALL SERVICES.*

SERVICES REQUIRING AUTHORIZATION

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<td>MRI/MRA/PET/CT/CTA (Non-inpatient/ Non-emergent)</td>
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<td>Surgery (potentially cosmetic/outpatient)</td>
<td>Stereotactic Radiosurgery</td>
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<td>Therapy (PT, OT, ST)</td>
<td>Transplant (outpatient)</td>
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*PLEASE REFERENCE MAGNOLIAHEALTHPLAN.COM FOR A COMPLETE LISTING AND DETAILS*

HOW TO IMPROVE HEDIS SCORES

Submit claim/encounter data for each and every service rendered

Claim/encounter data is the most clean and efficient way to report HEDIS

Chart documentation must reflect services billed

If services are not billed or not billed accurately, they are not included in the calculation

All providers must bill (or report by encounter submission) for services delivered, regardless of contract status

Accurate and timely submission of claim/encounter data will positively reduce the number of medical record reviews required for HEDIS rate calculation

*Please contact your Provider Relations Representative for additional details*

THE FOLLOWING INFORMATION IS AVAILABLE ON MAGNOLIAHEALTHPLAN.COM

Contracting/Credentialing

Contract Request Form
CAQH Informational Brochure
Credentialing Application MID Form
Provider and Practitioner Credentialing Rights
W-9 Form
Ownership and Disclosure Form

Forms & Applications

Application for MS Family Planning Services
Claim Dispute Form
Connections Referral Form
Discharge Consultation Documentation Form

DOM Hysterectomy
Acknowledgement Form
Foster Care Health Information Form
Hospice Physician Form
Prior Authorization Forms
Notification of Pregnancy Form
Prenatal Vitamin Form
Provider CM DM Referral Form
Provider Complaint Form
Sterilization Consent Form

Manuals & Reference Guides

Clinical and Preventative Guidelines
Eligibility Verification
EPSDT Quick Reference Guide
HEDIS Quick Reference Guide (Adult, Pediatric, Women)
ICD-10 Overview
Magnolia Health and Partners Contact Information
PA List
PaySpan Information
Payment Policies

Provider Manual
Provider Reference Card
Provider Training
QI Program Description
RSV/Synagis
Secure Web Portal Information

Pharmacy

Preferred Drug List (PDL)
Appropriate Use and Safety Edits
Magnolia PDL Alternatives
Quick Reference Drug List US
Script Request Forms

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