

Provider Services/ Claims Services

Provider Service Line

866-912-6285
Monday thru Friday
8 am to 5 pm (CST)

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 Health's Provider Portal at 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 Services)
- Wellness information
- Magnolia Health 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)

Submit MSCAN Prior Authorization requests to:

Fax: 1-877-650-6943

Submit MS CHIP Prior Authorization requests to:

Fax: 1-855-684-6747

It is highly recommended that providers utilize the Secure Web Portal to submit Prior Authorizations and also use Magnolia's "Smart Sheet" located on www.magnoliahealthplan.com to assist with Prior Authorization requests.

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:

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

Submit MS CHIP Paper Claims to:

Magnolia 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
Register at
www.payspanhealth.com

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.cenpatco.com

Behavioral Health Claims

Phone: 1-866-324-3632
PO Box 7600
Farmington, MO 63640-3834

Dental Health & Wellness

1-866-912-6285

Opticare

Customer Relations:
1-844-404-5636

MTM, Inc. 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

Value Added Member Benefits

Start Smart 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

Nurtur® 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

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.



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 emergency services. If you are not sure whether you need PCP or Magnolia NurseWise® toll-free at 1-877-725-7753 or Mississippi Relay Services at 1-800-460-8988.

Rx US Script
BIN: 008019



Member Name: Jane Doe
CHIP ID#: XXXXXXXXXX
PCP Name: John Doe
PCP Number: XXX-XXX-XXXX
Effective Date of Coverage: XX/XX/XXXX
Out of Pocket Maximum: \$XXX

If your child has an emergency, call 911 or go to the nearest emergency room (ER). You do not have to contact Magnolia for an emergency services. If you are not sure whether your child needs to go to the ER, call your child's 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.



COPAY: Provider Visit / ER Visit
(\$XX / \$XX)

Provider Resources

Magnolia Health Services Requiring Prior Authorization (PA) *Effective: 12/01/12* 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

Ambulance (Airplane, Non-Emergent)	Hearing Aids and Cochlear Implants	Oral Surgery
Behavioral Health (Contact Cenpatco)	Home Health Care (Contact Univita)	Orthotics & Prosthetics
Category III CPT Codes	Hospice Care	Pain Management
Dental Anesthesia	Hysterectomy	Plastic Surgery
Dental Services (Contact Dental Health& Wellness)	MRI/MRA/PET/CT/CTA (Non-inpatient/ Non-emergent)	Sleep Study
Durable Medical Equipment	Neuro-Phychological Services	Stereotactic Radiosurgery
Expanded EPSDT Services	Nuclear Cardiology	Surgery (potentially cosmetic/outpatient)
Genetic Testing	Nutritional Supplements	Therapy (PT, OT, ST)
	Observation	Transplant (outpatient)

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

Chart documentation must reflect services billed

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

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

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

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

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