



NETWORK *Notification*

Notice Date: September 22, 2020
To: Indiana Marketplace Providers
From: CareSource
Subject: Magellan Healthcare Provider Experience Feedback Session

What is it about?

Magellan Healthcare¹ is interested in getting feedback on your experience working with Magellan Healthcare for the prior authorization of advanced imaging services.

In the upcoming weeks, Magellan Healthcare will conduct provider experience sessions and would like individual(s) from your office to participate in this hour-long group discussion. They are interested in your feedback and your experience with the following processes:

1. Submitting clinical information to Magellan Healthcare for review of advanced imaging services.
2. Knowing what clinical information Magellan Healthcare needs to make a decision on a case.
3. Submitting appeals for services that have been denied.
4. Peer to peer review process.
5. Ease of prior authorization of advanced imaging services.
6. Use of Magellan Healthcare's website www.RadMD.com

Join Magellan Healthcare for the following session:

- **Thursday, September 24, 2020 12:00 PM EST**
Register at the following address:
 - <https://bit.ly/MagellanHealth09242012PMEST>

It is recommended but not mandatory that you RSVP at least one week prior to the experience session. You can either click on the registration link above or type the URL address into your browser to register.

You will receive a registration confirmation email from Magellan Healthcare for the Webinar session you selected. It is recommended that computer access is utilized if possible to view documents during the webinar. To access the webinar by computer, please click on the link for the session you would like to attend or type the URL address into your browser. Please see [call in instructions](#) below, if you do not have computer access.



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Access Instructions

You will need a computer with Internet access to view the materials presented during the Webinar.
Please attempt to sign in 15 minutes prior to the meeting start time.

Telephone (Please use caution to dial number correctly)

Dial:

(US Toll) 1-669-900-6833

(US Toll) 1-646-558-8656

Meeting ID for Thursday, September 24, 2020 12:00 PM EST

ID# 989 1891 6786

We encourage you to please consider this important opportunity to provide input into the program.

Additional Details

Magellan Healthcare manages the utilization of non-emergent advanced imaging services for health plans across the nation, including the State of Indiana. The typical services managed and authorized by Magellan Healthcare include **outpatient**:

- CT/CTA
- CCTA
- MRI/MRA
- PET Scan
- Myocardial Perfusion Imaging
- MUGA Scan
- Stress Echocardiography

Magellan Healthcare will be conducting this provider experience session to gather first-hand experience and your suggestions for improving the way we work together.

Magellan Healthcare's goal is to continue to provide the highest level of service to the provider community, while contributing to the overall satisfaction of the members we serve.

For questions about the provider experience session, **please contact Meghan Murphy, Provider Relations Manager at 1-800-450-7281 Ext. 31042.**

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