



Provider Notice

Magellan is diligently working to make sure that localities, Community Services Boards, private providers, physicians and youths and families have information and tools to make the new residential program process a success. We believe the abundant resources we have developed are much stronger because of robust, insightful feedback from providers and stakeholders like you. To view the recorded trainings, overview guides, sample forms and relevant provider notifications, please visit the [Residential Program Process](#) page located under **For Providers** on www.MagellanofVirginia.com.

When you choose to contract with Magellan as an IACCT (Independent Assessment, Certification and Coordination Team) provider, you can depend on supports like these to guide and strengthen your work. Magellan views IACCT providers as essential partners in the journey to transform care for youth who may need residential behavioral health services in Virginia. **Magellan has IACCT network opportunities in several areas of the state.** If your agency has not joined the Magellan IACCT network and is considering this option, please contact us as soon as possible via the Magellan [Contact Us](#) form. Please include your agency's NPI number in your message and reference IACCT in the subject line. Magellan is happy to review with you IACCT credentialing requirements and area network availability.

In addition to revising tools and resources, Magellan and DMAS made direct changes to the IACCT process based on provider/stakeholder recommendations. Your communications helped us to understand the need for the following important IACCT process components:

Parent Education

- After Magellan receives the residential inquiry form, the IACCT Licensed Mental Health Professional (LMHP) or the Magellan Intensive Care Manager (ICM) will offer education to the parent/legal guardian about the full spectrum of therapeutic options available.
- The process allows up to five business days to contact the parent/guardian, accommodating varying levels of parent/guardian availability.
- The education empowers the parent/guardian to make an informed choice about whether or not to pursue residential treatment.

IACCT Process Timeline Extension Options

- The IACCT has five business days to gather information, assess and recommend a plan of care.
- If a family misses a meeting or if the IACCT has difficulty engaging a physician to participate, Magellan may grant up to two extensions, for as much as three business days for each extension.
- In total, the assessment period may be extended from five business days up to 11 business days. This allows the timeline to adapt to the unique needs of each youth and family.

Flexible Physician Engagement Strategies

The IACCT process attempts to engage a physician who has recently seen the youth seeking services. Since some youth may not have a routine medical provider, Magellan designed stepped contingencies for recruiting a PCP, psychiatrist or centralized physician to participate.

Again, Magellan thanks our community partners who have offered invaluable and constructive feedback during our planning and preparations for the residential program changes.