



Provider Notice

Magellan of Virginia hosts a weekly call each Friday from 1 p.m. up to 2:30 p.m. The call is an open forum for all providers to ask questions, hear program updates, announcements and other information pertinent to the provider community. Questions and concerns submitted by Wednesday each week that are global in nature, meaning they are not case or agency specific and suitable for a larger audience, will be included in the agenda for that Friday's provider call.

Questions that are submitted by the Wednesday cutoff and require additional research will be documented on the agenda as "pending research." These questions will be answered in a following Friday call. For case or agency specific questions, providers will receive a direct response from Magellan.

To help providers select a specific question category when submitting informational requests, a standardized provider question form is available via [Contact Us](#) on [Magellan of Virginia.com](#).

The question categories on the form include the following:

- Claims/Billing
- Clinical
- Regulations/ DMAS Virginia Provider Manuals
- Credentialing/Contract/Provider Network
- Eligibility/Coverage
- GAP
- Appeals/Grievances/Reconsiderations
- Treatment Record Reviews/Quality of Care Concerns/other Quality Matters
- Website/EDI

Each category contains supporting information to help ensure the appropriate category is selected for the question being asked. Additionally, resources are included that may allow providers to independently find answers and helpful information. You can access the [contact us](#) link to submit your question.

Magellan's goal is to improve our communication with the Provider Network by making the submission of questions and delivery of responses and answers as seamless as possible. If you have any questions about this process, please contact 1-800-424-4046 or use the [contact us](#) link. Thank you.