

Dear Magellan provider,

To enhance member engagement in successful follow-up care after hospitalization, Magellan of Virginia implemented an auto generated fax letter that would be faxed to our members. This only pertains to facilities that provide inpatient hospitalization care. This letter would be presented upon a member's admission from your department's discharge planner and or UR staff.

If you are willing to partner with Magellan on this initiative you can expect the following when a member is admitted to an inpatient facility:

- Magellan will fax a cover letter and member letter to the attention of the discharge department of the facility.
- The fax cover sheet and member letter will be addressed to the member. The letter will detail the role of our Follow-up Specialists and alert the member that they can expect a call post discharge.

Why is it important to connect members with Magellan Follow-up Specialists?

Magellan Follow-up Specialists can help members make plans to overcome potential barriers to meeting with the follow up care provider. Outreach may include:

- Assistance scheduling transportation.
- Help with re-scheduling appointments.
- Answering additional questions the member may have about their discharge plan.

What is the role of the provider in this initiative?

Magellan is requesting for providers to support this initiative in 2 ways:

- We ask that a staff person from your facility share this information with the member once the fax is successfully transmitted.
- Please ensure that you have the most up to date clinical fax number on file for successful transmittal of the fax.

All forms can be faxed to: **1-888-656-2168** attention Sevda, Clinical Care Services Supervisor.

Yes, our facility wishes to participate.

Facility name and NPI / MIS#

Print name and title

Date

Clinical fax number

Magellan appreciates your commitment to advocating for our members' right to provider choice. Consistent, timely discharge notifications and effective transition planning are essential to sustaining a system that supports member access to the right care, at the right time.