



## Provider Notice

Currently, all community based services have a turnaround time of three (3) business days for Magellan to review and process a service request authorization (SRA). Starting October 1, 2017, Magellan will extend the turnaround time for SRAs submitted for Therapeutic Day Treatment (TDT) services to five (5) business days. This will allow Care Managers to engage in more extensive care coordination with providers for that particular service. All other community based services will remain within the three business day turnaround time frame at this time.

If you have any questions, please contact customer service at 1-800-424-4046 or use the [Contact Us](#) tool on the Magellan of Virginia website.