



# PROVIDER Bulletin

California

---

June 3, 2019

This Provider Bulletin applies to the lines of business:

PHP (Medicare)       PHC CA (Medi-Cal)

---

Please consider this Provider Bulletin as formal notification that Magellan Health Inc. has been selected as our behavioral health managed care company, **effective July 1, 2019**.

*Effective July 1, 2019*, Magellan Health will be responsible for the managing the behavioral health services for PHP (Medicare) and PHC California (Medi-Cal) members. All individual PHP and PHC CA Provider Participation Agreements previously established with individual California providers and groups will be terminated effective July 1<sup>st</sup> 2019.

**Continuity of Care:** Recipients will not experience a break in services or care coordination while transitioning from the to Magellan Healthcare. PHP and PHC California will honor any ongoing treatment that was authorized or scheduled prior to the recipient's transition up to 90 days following this transition on **07/1/2019**.

**Providers will be paid.** Providers should continue providing any services that were previously authorized, regardless of whether the provider is participating in the plan's network for up to 90 days following this transition on **07/01/2019**.

**Prescriptions will be honored.** **PHP and PHC California** will allow recipients to continue to receive their prescriptions through their current provider, for up to 90 days, until their prescriptions can be transferred to a provider in the Magellan network.

**Member Identification Cards:** By July 1, 2019, each PHP and PHC CA member will be issued new Member Identification Card bearing Magellan Health's toll-free number: 800.480.4464

**Magellan Toll-free Number:** 800.480.4464 – Assistance available 7 days a week, 24 hours per day.

**Magellan Participating Providers:** Please refer to PHPs Provider Directory – July 2019 for a complete list of Magellan Health providers located in Los Angeles County. PHP and PHC CA Provider Directory and on-line provider search tool is accessible on-line at [www.positivehealthcare.org](http://www.positivehealthcare.org) on July 1<sup>st</sup> 2019  
Routine outpatient codes do not require pre-certification; however, a quality clinical review may be requested during the course of treatment. Non-routine codes are managed based on the PHC & PHP UM policies.

In the event you have any questions surrounding the services and/or operational procedures of our new healthcare partner Magellan Healthcare, please do not hesitate to contact the PHP/PHC California Provider Relations Team at [capr@aidshealth.org](mailto:capr@aidshealth.org) or 888-726-5411.

Thank you.