

Provider Notice



From: Magellan Healthcare

Subject: Consent/AUD form submission via Magellan's outcomes and assessments system to be reactivated

Attention: Process to submit Consent Forms/Authorization to Use and Disclose (AUDs) Protected Health Information (PHI) via Magellan's Outcomes and Assessments System will be reactivated Monday, Nov. 13, 2024.

Providers will be able to submit Consent Forms/Authorization to Use and Disclose PHI Forms (AUDs) using Magellan's Outcomes and Assessments system via Availity Essentials effective **Nov. 13, 2024**.

REMINDER: The purpose of this form is for a member to authorize Magellan to share their PHI with a third party (for example, allowing Provider ABC to receive information about the member's services with Provider XYZ, or allowing, a family member/legal guardian to receive information about the member, etc.). When completing the form, **ALL** sections of the form **MUST** be completed fully and accurately, otherwise it will be considered invalid, resulting in Magellan not being able to share the member's PHI in the manner designated on the form. Legal guardians must include with the consent/AUD form a copy of the legal custody order as proof of their authority to sign on behalf of the member and to have access to the member's PHI.

If the consent/AUD form is invalid due to a deficiency such as sections being left blank, a missing expiration date, or lack of supporting documentation for legal guardians, the form will be rejected and returned with a Deficiency Letter explaining the problem(s). The letter will indicate what is needed to rectify the deficiency. Please remind members to follow the consent/AUD form instructions which explain how to complete each section correctly. Magellan cannot share the member's PHI with a third party unless a valid consent/AUD form is in place.

If you run into any system issues submitting the consent/AUD form or attaching supporting documentation, please notify us so that we can troubleshoot.

Reminder that the consent/AUD form can always be submitted by fax (888-656-2585) or email to IdahoAUD@magellanhealth.com. The system is just another available avenue to submit consent/AUD forms to expedite provider collaborations to view previous assessments.

Additional resources

Magellan has developed two step-by-step guides to assist in completing the consent/AUD form in Magellan's outcomes and assessments system.

- Adding a member to a caseload with MND
- Consent/AUD Form Process

Questions?

If you have questions regarding Magellan's Consent/AUD Form or Magellan's Outcomes and Assessments system, please contact us at IdahoProvider@magellanhealth.com.