

Template: Provider_MHC-ProviderNotice-ID_081523
Address: Idaho (333 West Rossi Street, Suite 100, Boise, ID 83706)
Reply to: Magellan Healthcare (IdahoProvider@MagellanHealth.com)
Subject: Background check not successfully completed

Attention: IDHW audit identified providers who have not successfully completed a background check.

During a recent audit, Idaho Department of Health and Welfare (IDHW) identified that the following provider(s) in your group have not successfully completed a background check.

- Name of Provider(s)

As you are aware, it is an IDHW requirement per IDAPA 16.05.06 to obtain a background check clearance or waiver. All providers who are new to the IDHW program (i.e., were not in the previous vendor's network or in the Medicaid fee-for-service system) must apply for a background check and get fingerprinted before Magellan can complete the credentialing and contracting process. **Failure to complete and provide evidence of this background check may lead to termination of participation in the Idaho Behavioral Health Plan (IBHP).**

Background check process

Visit the Idaho Background Check website at <https://healthandwelfare.idaho.gov/bcu> and scroll down to Background Check System Training to find the information you need to complete this process.

If you need additional guidance, contact the Background Check Unit at 208-332-7990 or 1-800-340-1246 or by email at bcu@dhw.idaho.gov.

Acceptable submission documents

Official Background Check Clearance letters, Waiver Granted letters, or roster reports generated from the Idaho Background Check Unit's website may be submitted as evidence. Ensure that each provider's name is clearly legible, and if you are sending a screen-print report, ensure the Department's website is visible as the source of the report.

Document submission process

Once completed, please send Magellan proof of clearance by either taking a screenshot of the clearance in the Background Check System (BCS) or by submitting a copy of your clearance letter from the BCS. Please submit evidence of your IDHW background check clearance or waiver letter (or official screenshot) to Magellan at IdahoProvider@MagellanHealth.com.

Thank you in advance for your cooperation.

Questions?

Please contact Magellan at IdahoProvider@MagellanHealth.com.