

2. Organization Provider Network - Credentialing

Our Philosophy

Magellan is committed to the provision of quality care to our members. In support of this commitment, organizations must meet or exceed a set of credentialing criteria to be eligible to provide services to our members.

Our Policy

Magellan employs credentialing criteria and decision-making processes in the review and selection of behavioral health care organizations for inclusion in our provider network. Our [organization credentialing criteria](#) satisfy the requirements of applicable regulatory bodies and our customers.

What You Need to Do

Your responsibility is to:

- Complete and submit all required application materials and related documents, including any documentation of current accreditation, and attest to their accuracy. We cannot process incomplete applications.
- Be in good standing with state and federal regulatory entities, as applicable.
- Hold current licensure or certification without contingencies or provisions in accordance with applicable state and federal laws.
- Hold appropriate current accreditation. If not accredited, Magellan will perform a site visit.
- Provide primary source verification (PSV) of professional licenses of your medical and clinical staff members. This means contacting state licensing boards to verify that professionals hold a current license, education and training to practice without restrictions or sanctions. Additional required queries include the National Practitioner Data Bank (NPDB), the Health Inquiry and Protection Data Bank (HIPDB), and the Office of Inspector General/General Services Administration (OIG/GSA) databases for Medicare/Medicaid sanctions. For physicians, PSV also includes verification of Board Certification, and current, Drug Enforcement Agency (DEA) Registration, and, if applicable, state Controlled Dangerous Substance (CDS) registration.
- Attest that there are no Medicare or Medicaid sanctions or exclusions from participation in federally funded health care programs by the organization, its staff, subcontractors, agents, directors, officers, partners or owners with 5 percent or more controlling interest. Immediately report to Magellan should any sanction or exclusion information be discovered.
- Fulfill Magellan requirements for malpractice claims history review.
- Meet Magellan's minimum requirements for professional and general liability insurance coverage, as outlined in your Provider Participation Agreement.
- Participate in a site visit upon request.
- Participate in re-credentialing every three years or in compliance with regulatory and/or customer requirements.

What Magellan Will Do

Magellan's responsibility to you is to:

- Provide you with initial application and re-credentialing materials with instructions for completion.
- Complete the credentialing and re-credentialing process in a timely manner that is, at a minimum, within industry, state- or customer-

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established timeframes.

- Have your credentialing or re-credentialing application reviewed by a Magellan Regional Network and Credentialing Committee (RNCC).
- Notify you in writing upon completion of the credentialing or re-credentialing process.
- Perform site visits as needed.