



Provider Alert

To: Behavioral Health Providers & Office Staff
From: Sharp Health Plan
Date: September 1, 2023

Subject: Sharp Health Plan to Partner with Magellan on Mental Health and Substance Use Disorder Services in 2024

At Sharp Health Plan, we are committed to providing a best-in-class mental health and substance use disorder offering to our members that aligns with The Sharp Experience, and is rooted in integration, quality, and innovation. As such, we are pleased to announce that we are partnering with Human Affairs International of California, a subsidiary of Magellan HealthCare, Inc. ("Magellan"). Magellan will manage Sharp Health Plan's mental health and substance use disorder services for all lines of business with an anticipated effective date of Jan. 1, 2024.¹

Magellan is a trusted leader in the behavioral health industry with over 50 years of experience providing innovative, impactful mental health and substance use disorder services to people around the country. This exciting new partnership will significantly increase the mental health and substance use disorder provider network for our members, connect them with 24/7 access to personalized, evidence-based digital tools, wellness resources, and much more.

What does this mean for you and your patients?

Records show that you are a Magellan participating provider. You can expect to hear from Magellan soon with details about continuing to serve Sharp Health Plan members. Upon the effective date, you will bill Magellan directly for all covered mental health and substance use disorder services rendered to Sharp Health Plan members. Additionally, you will contact Magellan directly for covered mental health and substance use disorder services that require prior authorization, and for all appeals.

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SHARP Health Plan

What will happen to your Sharp Health Plan contract?

Our new Magellan partnership precludes us from having a Sharp Health Plan contract with you directly after the effective date of our Magellan partnership. Based on that requirement, we will send you a Sharp Health Plan contract termination notice. You should receive it shortly if you haven't already. Please note, if regulatory approval is not received in time, the Jan. 1 effective date may be pushed back to a later date. If this scenario occurs, your current contract with Sharp Health Plan will remain in effect until the effective date of the Magellan partnership. Nevertheless, we will notify you by Dec. 1, 2023, either confirming the Jan. 1 effective date or providing a later date.

If you are providing care through a Letter of Agreement (LOA) issued by Sharp Health Plan, you will not receive a letter of termination. Any claims for services authorized by Sharp Health Plan until the effective date of the Magellan partnership should be submitted to Sharp Health Plan. To request authorization for services after the effective date of the Magellan partnership, please contact Magellan.

Will you be communicating anything to my patients?

Yes. We will send them a letter letting them know that you are in the Magellan network, and that there will be no disruption in their ability to continue accessing care with you. We will direct them to our website, along with our Customer Care team, for more information.

How will I check member eligibility and benefits?

Magellan uses Availity Essentials for eligibility and benefits verification. Stay tuned for details from Magellan about verifying eligibility and benefits.

How will authorizations work?

Most outpatient mental health and substance use disorder services will not require prior authorization. A California Notice of Admission will serve as pre-authorization for inpatient admissions. Partial hospitalization, intensive outpatient, applied behavior analysis (ABA), electroconvulsive therapy (ECT), transcranial magnetic stimulation (TMS) and psychological and neuropsychological testing may require prior authorization. Magellan will share more information about authorization processes for these services for dates of service beginning Jan. 1, 2024¹. Magellan will honor existing prior authorizations for the duration of the authorization period for dates of service beginning Jan. 1 2024¹.

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SHARP Health Plan

How will claims processing work?

Claims for covered services rendered to Sharp Health Plan members for dates of service beginning Jan. 1, 2024¹, must be submitted to Magellan. Stay tuned for details from Magellan about the claims submission process for behavioral health and applied behavior analysis services.

Questions?

If you have questions about this letter, visit sharphealthplan.com/providers/bh. You can also contact our Provider Account Management team at provider.relations@sharp.com or 1-858-499-8330.

Please visit MagellanProvider.com/SharpHP for more information about serving Sharp Health Plan members or contact Magellan's Provider Services Line at 1-800-788-4005 or email CaliforniaProvider@MagellanHealth.com.

Thank you for your ongoing commitment to providing the highest quality mental health and substance use disorder services to our members. We appreciate your continued partnership.

Sincerely,



Cary B. Shames, DO, CHCQM, FABQAURP
Vice President, Chief Medical Officer

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