

# Provider Notice

Please see below for a list of essential contact information for Magellan Complete Care of Virginia (MCC of VA). We appreciate your participation in our provider network and look forward to collaborating with you to support our members in leading healthy, vibrant lives!

## Magellan Complete Care of Virginia contacts

### MCC of VA Customer Service

CCC Plus: 1-800-424-4524 (TTY 711)  
[MCCVACustomerService@MagellanHealth.com](mailto:MCCVACustomerService@MagellanHealth.com)

Medallion 4.0: 1-800-424-4518 (TTY 711)  
[MCCVACustomerService@MagellanHealth.com](mailto:MCCVACustomerService@MagellanHealth.com)

### MCC of VA Provider Network department

MCC of VA provider portal: [www.Availity.com](http://www.Availity.com)

CCC Plus: 1-800-424-4524 (TTY 711)  
[VAMLTSSProvider@MagellanHealth.com](mailto:VAMLTSSProvider@MagellanHealth.com)

Medallion 4.0: 1-800-424-4518 (TTY 711)  
[VAM4Provider@MagellanHealth.com](mailto:VAM4Provider@MagellanHealth.com)

MCC of VA Network dept. fax: 1-888-656-5098

MCC of VA roster submissions: [MCCVAProviderRoster@MagellanHealth.com](mailto:MCCVAProviderRoster@MagellanHealth.com)

Magellan Behavioral Health: 1-800-424-4536  
[VAProviderQuestions@MagellanHealth.com](mailto:VAProviderQuestions@MagellanHealth.com)  
[www.MagellanProvider.com](http://www.MagellanProvider.com)

### MCC of VA Utilization Management (UM) - Authorizations

CCC Plus: 1-800-424-4524 (TTY 711)  
 1-866-210-1523 (Fax)

Medallion 4.0: 1-800-424-4518 (TTY 711)  
 1-855-769-2166 (Fax)

Secure UM email: [UM\\_MCCofVA@MCCofVA.com](mailto:UM_MCCofVA@MCCofVA.com)

### MCC of VA Grievances, Appeals, and Fraud Hotline

Grievances CCC Plus: 1-800-424-4524 (TTY 711)

Grievances Medallion 4.0: 1-800-424-4518 (TTY 711)  
 1-866-384-2587 (Fax)  
[MCCVAGrievances@MagellanHealth.com](mailto:MCCVAGrievances@MagellanHealth.com)

Appeals: [MCCofVAAppeals@MagellanHealth.com](mailto:MCCofVAAppeals@MagellanHealth.com)

Fraud, Waste, & Abuse:

1-866-325-9157 (Fax)

1-800-350-2271

[SIU@MagellanHealth.com](mailto:SIU@MagellanHealth.com)

Critical incidents:

[MCCofVACriticalIncidents@magellanhealth.com](mailto:MCCofVACriticalIncidents@magellanhealth.com)