

Provider Notice

Reasons to Update Provider Data: How many ways can people say “hello”? Hint: It’s in the thousands.

Humans speak over 6,000 different languages worldwide. Practitioners who speak multiple languages and have knowledge of different cultures can provide an improved experience for members with culturally diverse needs. The details you provide about your practitioners help Magellan Complete Care of Virginia (MCC of VA) members access services that will meet their cultural preferences.

Other details matter too. Physical accessibility to your office, office hours and ages served all provide valuable information to members choosing the best provider to participate in their care.

Please update or verify your provider data today to ensure that members can make informed decisions about which provider will be the best fit for their needs.

Here’s what you can do:

Physical Health Providers

- Click [here](#) to download the MCC of VA roster template
- Email a full roster to MCC of VA at MCCVAProviderRoster@magellanhealth.com
- Send a full roster every quarter
- Send additions, removals, and location information updates every month
- Smaller provider groups (15 or fewer) may use the Provider Data Change Form instead. Click [here](#) to download.

Behavioral Health Providers

- Go to www.MagellanProvider.com
- Sign in to the secure portal
- Select “Display/Edit Practice Information” to update the following:
 - Roster: use the online Provider Data Change Form to maintain roster data
 - Review all roster data for accuracy every quarter
 - Make sure to enter changes at least once every month
 - Service Address: Organizations cannot add a service address using the online application. Please send an amended DBHDS license to VAProviderQuestions@magellanhealth.com to initiate the process to add a new or change an existing service address.

- Financial: Magellan requires network providers to sign up for electronic funds transfer (EFT). Register for EFT via the Magellan provider website and receive all payments electronically.
- Specialties/Languages: Individual practitioners can add languages. All provider types can add specialties.

If you have any questions, please call us at 1-800-424-4524 or email MCCVAProvider@magellanhealth.com. Thank you for your participation in the MCC of VA provider network. Together we're helping members live healthier lives.