



Provider Notice

Thank you for being part of the Magellan Complete Care of Virginia (MCC of VA) provider network and helping our members live healthier lives. This is an update to the [provider communication](#) that was sent on October 30, 2020 regarding untimely pre-certification requests.

Effective December 1, 2020, pre-certification requests for the services below must be submitted no later than three days after service start date.

This process applies to the following services:

- Outpatient procedures
- Outpatient diagnostic and laboratory
- Outpatient therapies
- Office visits
- Outpatient CMHRS
- Outpatient ARTS

The provider should submit untimely requests directly to claims for review. You can find information on submitting claims on the [Working with MCC page](#) of our website or in your provider handbook.

If you have any questions, send an email to UM_MCCofVA@mccofva.com or call us at 1-800-424-4524.