

February 2, 2022

## PROVIDER BULLETIN

### RE: Discontinuation of Peer-To-Peer Telephone Number

Dear Provider:

Following a comprehensive assessment of our business processes, Magellan Healthcare<sup>1</sup> would like to inform you that our peer-to-peer review phone number will be changing. As of March 1, 2022, the phone number: **1-888-642-7649** will be discontinued. Please call the same phone number that has been designated for your Magellan Healthcare prior authorizations to request peer-to-peer reviews and to obtain copies of fax coversheets to accompany your clinical information for case reviews. That number can be found on ([www.RadMD.com](http://www.RadMD.com)) and may vary according to the member's health plan.

We have made this decision for one important reason and that is to streamline the current process for providers. Each day we strive to give our community of providers a simple and efficient prior authorization process. We are aligning our Magellan Healthcare contact numbers to address provider concerns related to variations in the current process. The individuals responsible for obtaining prior authorizations will now have one phone number to call for both prior authorization and peer-to-peer review requests.

Please continue to regularly visit the Magellan Healthcare website ([www.RadMD.com](http://www.RadMD.com)) for updates, fax coversheets and additional resources to assist you. Did you know that you can find clinical guidelines, quick reference guides, answers to frequently asked questions, lists of CPT procedure codes that require prior authorization and much more on our health plan specific pages? These pages are accessible on the main user menu of RadMD, via a link called *Health Plan Specific Educational Documents*, located under *Resources and Tools*.

### Questions? Comments? Need help?

Contact your dedicated Magellan Healthcare Provider Relations Manager or Magellan Healthcare Provider Services at 1-800-327-0641.

*RadMD is available 24/7, except when maintenance is performed every third Thursday of the month from 9 pm - midnight PST.*