

**Service Authorization Notification Process by Managed Care Health Plan and
Magellan of Virginia**

Last Updated June 29, 2022

Health Plan	Method of Delivery
<p>Aetna Better Health & Aetna Better Health of Virginia</p>	<p>1) Fax and call for approvals & denials and authorization number (via voicemail). 2) Call with denial and pends (will request additional information for any pended request). 3) Formal denial letters are sent via I-Notify to both provider and member. Note: The preferred method of submitting authorizations is by fax.</p>
<p>Anthem HealthKeepers Plus</p>	<p>1) Written notice will be sent for approvals and denials. Providers can also view decisions in the portal. Note: The preferred method of submitting authorizations is through the portal; submission by fax is also permitted.</p>
<p>Molina Complete Care of Virginia</p>	<p>1) Telephonic, Fax & Mailed confirmation for all approvals and denials. Note: Providers may submit authorizations via fax or through the portal.</p>
<p>Optima Family Care & Optima Health Community Care</p>	<p>1) Auto-fax confirmation; providers can view request via the web. Note: Providers may submit authorizations via fax or through the portal.</p>
<p>United Healthcare</p>	<p>1) Portal authorization requests will receive a telephone call back; this also includes fax requests. Note: The preferred method of submitting authorizations is through the portal; submission by fax is also permitted.</p>
<p>Virginia Premier Health Plan & Virginia Premier Complete Care</p>	<p>1) Fax submission for approvals. 2) Fax and phone call for denials. Note: The preferred method of submitting authorizations is through the portal; submission by fax is also permitted.</p>
<p>Virginia Premier Kaiser Permanente</p>	<p>1) Fax and/or electronic approvals are sent to the provider. Mailed (USPS) approval letters are sent to the member. Note: The preferred method of submitting authorizations is through the portal; submission by fax is also permitted.</p>
<p>Magellan of Virginia</p>	<p>1) For ASAM levels 2.1-3.1: Approval notifications available for review/print at www.magellanprovider.com. Denial notification will be mailed. Note: The preferred method of submitting authorizations is through the portal.</p> <p>2) For ASAM 3.3-4.0: Verbal and written notification for approvals and denials. Approval notifications available for review/print at www.magellanprovider.com. Denial notification will be mailed. Note: Requests are conducted via phone reviews.</p>