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

Last Updated June 29, 2022

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Method of Delivery</th>
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| Aetna Better Health & Aetna Better Health of Virginia | 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. |
| Anthem HealthKeepers Plus                  | 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. |
| Molina Complete Care of Virginia           | 1) Telephonic, Fax & Mailed confirmation for all approvals and denials.  
**Note:** Providers may submit authorizations via fax or through the portal. |
| Optima Family Care & Optima Health Community Care | 1) Auto-fax confirmation; providers can view request via the web.  
**Note:** Providers may submit authorizations via fax or through the portal. |
| United Healthcare                          | 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. |
| Virginia Premier Health Plan & Virginia Premier Complete Care | 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. |
| Virginia Premier Kaiser Permanente         | 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. |
| Magellan of Virginia                       | 1) For ASAM levels 2.1-3.1: Approval notifications available for review/print at [www.magellanprovider.com](http://www.magellanprovider.com). Denial notification will be mailed.  
**Note:** The preferred method of submitting authorizations is through the portal.  
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](http://www.magellanprovider.com). Denial notification will be mailed.  
**Note:** Requests are conducted via phone reviews. |