

General Provider Communication

Maricopa County Regional Behavioral Health Authority
Magellan Health Services of Arizona, Inc.

Dear Provider,

Magellan of Arizona's *Outcomes360* Team would like to inform you that effective tomorrow, Thursday, September 10, 2009, the way you access *Outcomes360* will change. This change is a necessary improvement that will ensure the *Outcomes360* program continues to be useful to you and the people we serve.

How will I access the Outcomes360 tools after today?

You will no longer use the "Check Member Eligibility" button as your path for accessing the *Outcomes360* tools. **Your starting point will now be the "Manage Outcomes" button.** You will see the same screens you have used in the past; you will just start at a different point.

How will this change affect group administrators and other staff?

The only change will be the starting point, "Manage Outcomes" instead of "Check Member Eligibility." Group administrators will not need to revise authorizations. Staff who have been entered into the agency provider list on MagellanProvider.com by their group administrators will automatically be given permissions to use "Manage Outcomes."

When group administrators enter new staff into the agency provider list they will need to grant the new staff access to "Manage Outcomes."

The *Outcomes360* Team is here to provide support for you and your staff as you adjust to this update. If you have any questions, please e-mail the *Outcomes360* Team at Outcomes360AZ@MagellanHealth.com.

Please be sure forward this provider communication to any staff members that might be affected by this change.

We apologize for the short notice and for any inconvenience this may cause your agency. Thank you for your cooperation as we work to improve the *Outcomes360* program.

Thank you,

Outcomes360 Team
Magellan of Arizona

