

General Provider Communication

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

Dear Provider,

Magellan of Arizona would like to share with you the following Outcomes360 Group Administrator updates. In addition to the updates, the Outcomes360 Team would like to inform you of a few upcoming training opportunities (see Training Opportunities below for more details).

Outcomes360 Group Administrator updates:

- **What should I do if a staff member informs me that he/she is "locked out" of the MagellanProvider.com Web site?**

If a staff member is locked out and can't log in to MagellanProvider.com, please do not set them up with a second, or third, user name as a solution. Instead e-mail the Outcomes360 Team immediately at Outcomes360AZ@MagellanHealth.com and request a password reset. In your e-mail please provide the staff member's name and the year of their birth. The Outcomes360 Team will reset the password on the same day the request is received and reviewed.

- **How do I select the MIS number, or numbers, when entering a new employee into MagellanProvider.com?**
 1. When you set up a new staff member, you may be offered more than one MIS number (click [HERE](#) for an illustration). Please be sure to select the MIS number associated with the staff member's assigned location. For direct care clinics, select the MIS number associated with your identity as a PNO clinic.
 2. Once you have entered the new staff member, please e-mail Outcomes360ProviderUpdates@MagellanHealth.com and ask to have the staff member linked to the MIS number for their location. Include the staff member's name, date of birth, complete address of the assigned location and the MIS number for their location. Including this information will ensure that the staff member shows up in the "Select This Provider" screen.
 3. If a staff member is assigned to multiple locations, please e-mail Outcomes360ProviderUpdates@MagellanHealth.com with the staff member's name, date of birth, complete address and the MIS number for each

of the assigned locations, and ask to have the staff person linked to all of them.

Training Opportunities

- **360 Support Group**

Please be advised that the due to a scheduling conflict the last 360 Support Group meeting was cancelled. The registration was light, prompting the Outcomes360 Team to ask for feedback about the content of the Outcomes360 Support Group meetings. Your feedback is invaluable to us and is extremely important to improving our operations! Please take some time to complete the response form. Please e-mail your response to

Outcomes360AZ@MagellanHealth.com. Click [HERE](#) to access a response form.

- **Technical Assistance Workshop**

Although the 360 Support Group was canceled, a few providers showed up and indicated that they wanted to ask the Outcomes360 Team some specific questions about Outcomes360 implementation and/or the responsibilities of the Group Administrator. Based on those requests the Outcomes360 Team has decided to offer a **Technical Assistance session Wednesday, Jan. 20, 2010, from 1:30 to 3 p.m., in the Cottonwood Conference Room at the Magellan Administration Building (4129 East Van Buren Street, Phoenix)**. This is your opportunity to meet with the Outcomes360 Team get your issues resolved!

Remember, if you have questions and you cannot attend, you can always contact the Outcomes360 Team at Outcomes360AZ@MagellanHealth.com with any issues you are facing and/or any requests for training.

- **360 training for new provider employees**

The Outcomes360 Team is offering an introductory training for new provider agency staff **Monday, Feb. 1, 2010 from 1:10 to 2:30 p.m. in the Senita computer training room located in Suite 105 at the at the Magellan Administration Building (4129 East Van Buren Street, Phoenix)**. *Please check in at the reception desk (suite 150) and obtain a visitor's badge.*

Attendees will receive an orientation on the development of Outcomes360, the use of the Consumer Health Inventory (CHI), the Children's version of the Consumer Health Inventory (CHI-C) and the My Outcomes tools - the adult and child versions of the Outcomes Rating Scale and the Session Rating Scale.

There will be a demonstration of the sign in process and attendees will have the opportunity to practice signing in and accessing the CHI. In addition, attendees will receive a resource packet to take with them.

To register a new staff member for the training, please e-mail Outcomes360AZ@MagellanHealth.com. When registering, please use the subject line "NEO 2.01.10." Please be sure to include the following in your registration e-mail: agency name, staff member/s name and which of the

Outcomes360 tools he/she will be using (e.g., the CHI, CHI-C and/or the ORS/SRS).

Thank you for your continued commitment to the Outcomes360 program.

Magellan of Arizona Outcomes360 Team

