



To begin, open your internet browser and go to **www.MagellanProvider.com**. Follow the instructions below to access Outcomes360:

1. Enter your **user name** and **password**. If you are a new user, you will need to contact your group administrator to confirm that an account has been set up for you and to obtain your user name and a password. Your supervisor will be able to direct you to your group administrator.
2. Your temporary password is your year of birth followed by the last 4 digits of your social security number. (e.g. 19701234).
3. After your first login, the system will prompt you to change your password. Once you have created a new password, click "I Accept" for the user agreement. You are now ready to begin.
4. First, **turn off** your browser's pop-up blocker (click on the "Tools" menu and select "Turn off Pop-up Blocker").
5. Next, click **Check Member Eligibility** (left side of screen in the yellow box).
6. Enter the recipient's **Last Name** and **First name** (other information not necessary) and click **Search**. If you do not know the correct spelling of a recipient's name you may enter one or more letters of the first and last name and the system will locate all recipients with similar spelling. Verify the name of the recipient you are searching for and click on the name
7. Verify his or her date of birth.
8. Scroll down to the red button **Launch Survey**.
9. Choose the desired **Language** (English or Spanish) and appropriate **Service Type** (e.g., case management, CFT meeting, crisis services, medication management, outpatient therapy, residential or support services).
10. Select **Submit Online** for the service recipient to complete the CHI on line or to enter data from a plain paper copy of the CHI. Select **Print Fax Document** to print a bar coded CHI that can be completed by the recipient and faxed in for automatic entry into the system.
11. Next, find and select your name under **Select this Provider**. If your name is not on the list you may select **Unknown** and proceed. Note: **To get your name on the list**, send an email to outcomes360providerupdates@magellanhealth.com. Please include your name, the name and address of your service location(s) and MIS# (if known). Your name will be added in approximately 24 to 48 hours.
12. Choose either **Launch CHI** or **Launch My Outcomes**, which will take you to the documents.
13. You will see a grey box with a **WARNING**. Click **OK**. This just signals you that you are going away from Magellan, where Protected Health Information is located, to a site that only contains the CHI, CHI-C or My Outcomes documents.

14. At this point ask the recipient to come to computer to complete the document, or if you have a plain paper copy of the CHI, enter the data yourself.
15. After the recipient completes the CHI/CHI-C surveys or the ORS/SRS surveys, make sure to **print the Member Report and review the scores and any feedback message with the recipient.** This is the most important feature of Outcomes360. Print the Provider Report for the CHI/CHI-C and place in the assessment section of the member's chart.
16. All paper forms and information about Outcomes360 can be obtained through www.magellanofaz.com, click on "Programs and Services", scroll down to Outcomes360 and click again. The materials available will be listed on the right hand side of the page. Click on the document to open.

Administration Guidelines

- A CHI is given at intake and every three to six months. It is tied to service planning. In addition to printing a recipient copy of the report, print a Provider copy for the chart and file under "Assessments."
- It is recommended that you offer a copy of the questions and answers to the recipient and that you print a copy to review and retain in your working files.
- If you provide outpatient therapy, the ORS/SRS is generally given at each therapy session. Other staff may offer the ORS/SRS whenever a significant interaction with a recipient occurs; generally no more than once a week. A Group ORS will be available in the near future.
- If you have completed the surveys in-home and are entering them yourself, or faxing in a bar coded CHI, it is critical to print the reports and bring them to the recipient the next time you see them.

Important Contact Information

For password resets or administrator setup issues:

E-mail MPComSupport@MagellanHealth.com. Be sure to include your name and the site at which you work in the e-mail. For direct care clinics, indicate your PNO, for example, SWNTWRK Osborn.

For Outcomes360 related questions:

Contact Outcomes360AZ@magellanhealth.com. The Outcomes 360 Team monitors this mail box daily. When we are in the office we provide same day response.