

General Provider Communication

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

Dear Provider,

Effective September 1, 2010, the Magellan Maricopa County RBHA Pharmacy Program will have a new Pharmacy Benefit Management (PBM) Administrator, Magellan Medicaid Administration, Inc. This transition to Magellan Medicaid Administration will not change anything for you unless you currently submit (or intend to begin submitting) pharmacy prior authorizations via the Internet. If you plan on submitting via this method, we would like to introduce you to our Web submission tool, Web PA, and also our Web-based application for user registration, User Administration Console (UAC). Please note that the phone and fax numbers will remain the same: toll-free 800-790-1631 (phone) and 866-498-0628 (fax).

Web-based training for UAC and Web PA will be provided at the dates and times listed below. To register for this training, call toll-free at 1-866-375-3354 and press option 1. A member from our Training and Development Department will contact you to confirm your registration and provide additional instructions.

UAC Training for Registration

- 8/4/10, 9 a.m. - 12 p.m.
- 8/11/10, 10 a.m. - 1 p.m.

Web PA Training for Submission of Prior Authorizations via the Internet

- 8/17/10, 10 a.m. - 11 a.m.
- 8/18/10, 11 a.m. - 12 p.m.
- 8/25/10, 1 p.m. - 2 p.m.
- 8/26/10, 12 p.m. - 1 p.m.

If you have specific questions regarding the new process, please contact the Magellan pharmacy director, Jill Hanson at (602) 797-8245.

Thank you.

