

General Provider Communication

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

Dear Provider,

The T/RBHA is required to inform the behavioral health professionals and behavioral health technicians who are providing behavioral health services to Magellan recipients of the appeals process for instances in which the T/RBHA chooses to alter the clinician's contract based on issues of quality of care and/or service as outlined in **Provider Manual Requirement 3.20.7-A General process for Credentialing and Privileging: Notification Requirement**. As part of the appeals process, the T/RBHA will notify the behavioral health professionals and behavioral health technicians in the following manner:

- The provider is notified in writing of the provider's termination from the network. Within this notification, the provider is given at least 30 days after such notification to request and appeal.
- The provider appeal request must be made and submitted to Magellan Health Services of Arizona in writing within 30 days of receipt of the termination notification to include all relevant information necessary to process the appeal request.
- **Please send requests for appeal to:**
Magellan Health Services of Arizona, Inc.
Attn: Provider Reconsideration
Network Management Administrator
P.O. Box 67870
Phoenix, AZ 85082-7870

Thank you.

*If you have questions about this provider notice, please contact
Sundae Richason, credentialing and privileging manager at (602) 797-8309*

