

Temporary Changes Now in Effect for Magellan Health Prior Authorization Processes

Due to National Imaging Associates (NIA) Magellan Health system issues (not related to COVID-19), the following prior authorization processes are now in effect for advanced imaging, musculoskeletal, and hip and knee services. These processes apply to our Commercial and Medicare Advantage plans, as well as administrative services only (ASO) groups.

Prior Authorizations Not Processed

Prior authorizations reviewed for medical necessity by NIA Magellan Health on behalf of Florida Blue will be waived for dates of service from April 10 and until further notice. Florida Blue reserves the right to perform post-service medical necessity review on any claim associated with these services.

Prior Authorizations Previously Processed

If you have a previously processed authorization determination (approval or denial) for a date of service on or after April 10, that authorization determination will be applied to the applicable claim. Florida Blue reserves the right to perform post-service medical necessity review on any claim associated with these services.

Prior Authorization Process Remains the Same for Magellan Rx Management

The prior authorization process for specialty medications reviewed for medical necessity by Magellan Rx Management on our behalf is not changing. Please continue submitting authorization requests for specialty medications that are part of our Physician Administered Drug Program to Magellan Rx Management for medical necessity review. Please submit your request through the Magellan Rx portal, specialtydrug.magellanprovider.com or by phone at 800-424-4947.