



Magellan Condition Care Management: Behavioral Health Provider Rights

Practitioners have the following rights specific to the Magellan Condition Care Management (CCM) program:

1. The right to have information about Magellan, including
 - a. the Magellan CCM program and services;
 - b. Magellan staff supporting the CCM program and their qualifications;
 - c. any contractual relationships associated with the delivery of the CCM program.
2. The right to decline participation in or work with the Magellan CCM program and services for practitioners' patients, if contractually possible.
3. The right to be informed of how Magellan coordinates CCM interventions with treatment plans for practitioners' patients.
4. The right to know how to contact the Magellan CCM staff who are communicating with the practitioner's patients.
5. The right to have Magellan support practitioners in their interactions with their patients, and decisions regarding care and treatment.
6. The right to receive courteous and respectful treatment by Magellan staff.
7. The right to communicate complaints to Magellan.