



Provider Technical Questions and Answers (Q & A)

Technical Items to be aware of:

1. Do not use the 'Backward' and 'Forward' buttons on the Web Browser provided. These features affect the behavior in how member information is saved on the Magellan Provider web application. Please only use the buttons or links provided (I.E. 'Save and Continue', 'Submit', 'Cancel', 'Return to Clinical Summary') in saving information as well as navigation.
2. There is a 30 minute re-login request on the Magellan Provider web application if there is no activity on the website (Activity examples: data entry, saving, cancelling, searching, etc.). You will be required to login with your username and password and if you did not save your member information at that time, it will not be available.
3. Web Browsers rely heavily on temporary stored information in order to improve the response of the web browser. This information is called Cache information and this information can be either dated or corrupted over time. Therefore, it is important to periodically clear (delete) your Cache information. You can clear your cache information by two ways: Close your Web browser completely or go to your internet option and clear your browsing history. Magellan recommends clearing your cache information by closing your browser each day or when you log off the Magellan Provider web application.
4. Username or login. You may have been assigned a username from the agency's Program Director and Magellan has also created a default username using your individual MIS number. If you would like the two accounts to be linked, please email the request to WYProvider@MagellanHealth.com.
5. Pop-up windows within the web browser. Be sure to have this turned on or configured to be 'Allow' or 'Always Allow' for the Magellan Provider web application.
6. Avoid entering special characters when using the Magellan Provider web application. Special characters are the following: (', ~, ` , [, { , } , - , / , \ , * , + , | , < , > , ^ , % , # , @ , &). When entering information such as notes, comments, and names, please avoid using special characters as this will cause errors in saving clinical information.

Frequently Asked Questions:

1. Web Browser Requirements – Please use Internet Explorer (IE) versions 8.0 and above. If using Google Chrome, please use the most updated version provided.
 - 1.1. For additional details, please visit:
 - 1.1.1. <http://www.magellanoftwoming.com/utility-wy/site-requirements.aspx>
2. Plug-ins – A plug-in is a software that is added to the Web browser and adds additional features or services. An example would be Adobe Acrobat Reader or Flash Player. It is important you have the most current plug-ins available in order to use the Magellan Provider web application.
 - 2.1. For additional details, please visit:
 - 2.1.1. <http://www.magellanoftwoming.com/utility-wy/site-requirements.aspx>
3. Incomplete Plan of Care (POC) information not showing for a member on Clinical Summary Page. If you have not submitted the POC to Magellan and the Plan Date is greater than 180 days, it will not be displayed.
4. Plan of Care (POC) Dates:
 - 4.1. Original Plan Date – This date is the original date the POC started
 - 4.1.1. Date cannot be future date
 - 4.1.2. Date cannot be greater than Plan Date
 - 4.1.3. Date must be a valid date format
 - 4.2. Plan Date – This is the updated Plan Date for the POC entered
5. Duplicate records. If you have entered a duplicate Assessment or Clinical Plan in error, please email to WYProvider@MagellanHealth.com to have this record removed. Please have the member name and Transaction ID listed in the e-mail.
6. Signature Page or PDF document for Plan of Care or Strengths, Needs, Cultural & Discovery is displaying. Please check the ‘Pop-up’ window feature is turned on within your web browser. Generally, for all web browsers, it will be warning message displayed at the top of your browser to ask you to allow the Magellan Provider application web application to display ‘Pop-up’. Please select the option to ‘Allow’ or ‘Always Allow’.
7. Password Reset. If you are locked from your account or need your password reset, you can use the Magellan Provider Application web application by selecting the ‘Forgot Password?’ link below the username/password fields in the ‘Sign In’ section. Or, you may email us at WYProivder@MagellanHealth.com by providing your name and username to the system. Within 1 business day, Magellan will notify you and provide you a temporary password.