

Magellan Site of Service Program

Magellan / Health New England Partnership

Frequently Asked Questions

Who will be affected by the Site of Service Program?

Effective 01/01/22, the mandatory Site of Service Program will affect members aged 18-64 who are being infused at outpatient hospital settings and meet medically necessary criteria as described in the program description.

The two location codes impacted by the Site of Service Program will include:

- **19 (Off Campus-Outpatient Hospital):** A portion of an off-campus hospital provider based department which provides diagnostic, therapeutic (both surgical and nonsurgical), and rehabilitation services to sick or injured persons who do not require hospitalization or institutionalization. (Effective January 1, 2016)
- **22 (On Campus-Outpatient Hospital):** A portion of a hospital's main campus which provides diagnostic, therapeutic (both surgical and nonsurgical), and rehabilitation services to sick or injured persons who do not require hospitalization or institutionalization. (Description change effective January 1, 2016)

Will patients be allowed to get loading doses done at on-campus outpatient infusion centers?

Members can continue to receive treatment at a hospital-affiliated outpatient location until their prior authorization expires. If their site of service is an outpatient facility, additional requirements must be met for the infusion to be covered by Health New England after the current prior authorization expires.

Magellan Rx Management will continue to perform the prior authorization reviews on behalf of Health New England and will allow a temporary authorization at any site of service to avoid treatment delays. This temporary authorization of 60 to 90 days will facilitate a smooth transition to the appropriate site of care.

What do I need to know about the prior authorization process?

The mandatory site of service program follows in their normal prior authorization process. The providers would still call the same number (800-424-8325) or use the Magellan portal to request prior authorization at renewal of the authorization. During the intake of the request, if the member is in scope for the program (fully funded commercial members with HMO plans only) the criteria for mandatory site of service will be followed before the clinical criteria. The site of service provider site has the criteria attached.

Will the changeover be staggered based on current prior authorization expiration dates?

Site of Service Program requirements will be administered as part of the existing prior authorization program. New utilizers of these medications on or after 01/01/2022 will be subject to program requirements. Members currently using these medications will be subject to the program requirements upon prior authorization renewal on or after 01/01/2022.



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Please note: Magellan does not take fax forms only prior authorizations via phone or portal.

What if a patient or Provider has health or safety concerns about at-home infusions?

The administration of the infusion and injectable therapy referenced in this FAQ in a hospital outpatient setting is not considered medically necessary unless the below criteria are met:

1. Hospital outpatient administration of infusion or injectable therapy is considered medically necessary for up to a 60-90-day period for members beginning a new treatment, or initial review of continuation of therapy.
2. Potential changes in the member's clinical condition are such that immediate access to specific services of a hospital setting, having emergency resuscitation equipment and personnel, and inpatient admission or intensive care is necessary.
3. The member's home is deemed an unsafe environment for infusion (i.e., too many pets, aggressive birds or dogs, etc.).

Exclusions to the Site of Service program requirements are reviewed through the prior authorization process. They may be granted on a case-by-case basis, dependent on medical necessity.

The Health New England Provider Relations Team is here to help. Email inquiries to providerrelations@hne.com A member of our team with follow up with you directly.

