

# Magellan Complete Care: Hospital Discharge Planning Resource Guide

This reference guide provides a list of the departments at Magellan Complete Care that may be helpful in assisting with coordination and authorization of services that a member may need as part of the discharge plan. Magellan Complete Care has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated.

Magellan Complete Care provides services in Regions 4, 5, 7 and also provides services for the SMI specialty plan. For more information contact Magellan Complete Care of Florida at 800-327-8613 or check their website at [MCCofFL.com](http://MCCofFL.com).

## Utilization Management

Support provided:

Authorizations related to outpatient services, including home health, IV infusion, DME, and hospice.

Phone number:  
800-327-8613

Hours of operation during non-holidays: Monday to Friday from 8:00AM to 7:00PM EST

Contact after hours or weekends: 800-327-8613

Special instructions for after hours or weekends: Prior authorization must be requested for some services through Magellan's Health Services department. Providers are expected to submit a pre-service authorization request to the Plan prior

to providing the service or care. Please call us or submit electronic request at [MCCofFL.com](http://MCCofFL.com). You may also utilize the prior authorization forms found on our website. You can find a list of services subject to prior authorization on our website at <http://MCCofFL.com>.

Escalation contact:

Primary: Magellan Complete Care's Customer Service line, phone number 800-327-8613

Secondary: Magellan Complete Care's Customer Service line, phone number 800-327-8613

## Pharmacy

Support provided: Authorizations related to retail drugs, specialty

drugs, information on what drugs require a PA.

Phone number: MCC customer service call center 800 327-8613 Select the Pharmacy, from the options available

Hours of operation during non-holidays: 24 hours/ 7 days a week

Contact after hours or weekends: MCC customer service call center 800 327-8613 Select Pharmacy, from the options available

Special instructions for after hours or weekends: For pharmacy requests, select pharmacy option from the IVR menu

Escalation contact: 800-327-8613

MCC customer service call center 800-327-8613, follow the menu options and select pharmacy for further assistance. Management will be available upon request.

### **Subcontracted Utilization Management Services**

Support provided: Vision Services

Phone number:  
800-738-1889

Hours of operation during non-holidays: 8:30AM to 6:00PM EST Monday through Friday

Contact after hours or weekends: MCC Customer Service 800-327 8613.

After normal business hours, Premier has an answering service for providers who need access to the medical director. The answering service will call Premier's medical director immediately in the event a provider needs access to the medical director in an emergency. Providers may also leave a voicemail after normal business hours and Premier will return all calls by the end of the next business day.

Special instructions for after hours or weekends: MCC Customer Service 800-327 8613.

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Escalation contact:  
Primary 855-787-2020 option # 1

Secondary 855-787-2020 option # 2

### **Transportation**

Support provided: Non-emergency and urgent transportation upon discharge

Phone number:  
800-424-8268

Hours of operation during non-holidays: Monday to Friday from 8:00AM to 7:00PM EST

Contact after hours or weekends: 800-424-8268

Special instructions for after hours or weekends: Available for urgent transportation requests including a hospital discharge home or transfer to another facility.

Escalation contact:

Primary: Supervisors with Veyo scheduling can be reached upon request at 800-424-8268

Secondary: Magellan Complete Care's Customer Service line at 800-327-8613 during regular business hours Monday to Friday from 8:00AM to 7:00PM EST. Select the nurse option to speak with a registered nurse.

### **Case Management**

Support provided: assistance with appointments post discharge, linking member to community services, education on condition, coordination with treating providers

Phone number:  
800-327-8613

Hours of operation during non-holidays: Monday to

Friday from 8:00 am to  
7:00 pm EST

Contact after hours or  
weekends: 800-327-8613,  
select the member option  
followed by the option to  
speak with a nurse, from  
the IVR menu.

Special instructions for  
after hours or weekends:  
Select the member option,  
and then option 2 to speak  
with a nurse. For all other  
inquiries please call us  
back during our regular  
business hours Monday  
through Friday, 8:00AM to  
7:00PM

Escalation contact:

Primary – Kimberly  
Murphy, Manager Clinical  
Care Services, phone  
number (561-613-9599)

Secondary – Mildre  
Ceballos, Lead Care  
Manager, phone number  
(305-717-5318)

**Other**

Support provided: 24/7  
Nurse line and crisis  
support

Phone number:  
800-327-8613

Hours of operation during  
non-holidays: Monday to

Friday from 8:00 am to  
7:00 pm EST

Contact after hours or  
weekends: 800-327-8613

Special instructions for  
after hours or weekends:  
Select the member option,  
and then option 2 to speak  
with a nurse. For all other  
inquiries please call us  
back during our regular  
business hours Monday  
through Friday, 8:00AM to  
7:00PM

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP) upon discharge. For guidance on how to access and validate a patient's PCP please contact Magellan Complete Care of Florida Customer Service at 800-327-8613 during regular business hours Monday to Friday from 8:00AM to 7:00PM.

[Magellan Complete Care Provider Directory & Administrative Guides](#)