ClearFile LLC

Office systems, HR documentation, and compliance support for small agencies
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MAGELLAN AUDIT-READINESS CHECKLIST

A self-assessment for Idaho behavioral health agencies in the Idaho Behavioral Health Plan (IBHP)

Why this checklist exists

Magellan audits IBHP providers — through chart reviews, claims analysis, and its Special Investigations Unit — and it acts on what it finds. The usual outcomes are audit findings, a corrective action plan on Magellan's timetable, prepayment review (claims held until records are produced), recoupment of claims already paid, and, for the serious grounds listed in Magellan's National Provider Handbook, termination from the network. Most findings are not about bad care. They are about paper: a deadline nobody tracked, a note missing one element, a threshold crossed without an authorization.

The 35 checks below are drawn from the findings Magellan actually issues, restated as questions you can answer about your own agency today. Answer honestly — nobody sees this but you. Every "No" or "Not sure" is a gap an auditor could find first.

How to use it: for each item, check Yes, No, or Not sure. Then score yourself at the end.

Section 1 — Credentialing & Enrollment

Check	Yes	No	Not sure
1. Do you have a system that tracks every clinician's CAQH attestation and recredentialing deadlines — and flags them before they come due?	☐	☐	☐
2. Would you know within days — not months — if a clinician's license lapsed, was suspended, or came under board action? And is there a written rule for reporting it to Magellan?	☐	☐	☐
3. Is every rendering provider screened	☐	☐	☐

against the OIG exclusion list (LEIE), SAM.gov, and the CMS Preclusion List at hire — and re-screened on a schedule, with the results on file?			
4. Can you prove every clinician was fully credentialed with Magellan before they delivered their first billable service?	☐	☐	☐
5. Does every staff member work only within their qualifications and role scope, with written role expectations on file?	☐	☐	☐
6. Is your agency's Idaho Medicaid enrollment — and every rendering provider's — current and continuously maintained?	☐	☐	☐
7. When a credentialed staff member leaves, is Magellan notified — and is that step written into your offboarding process?	☐	☐	☐
8. Are background checks and fingerprinting completed, and on file, for every staff member before they start?	☐	☐	☐

Section 2 — Documentation & Notes

Check	Yes	No	Not sure
9. Does every billed claim trace back to a complete note in the chart — no note, no	☐	☐	☐

claim?			
10. Does every progress note include the rendering provider's name, the session start and end times, and the specific service rendered?	☐	☐	☐
11. Are notes written individually for each client and each session — never copied forward or cloned from another note?	☐	☐	☐
12. Is every billed service in the client's current treatment plan, and medically necessary?	☐	☐	☐
13. Does every treatment plan carry the member's or family's signature of agreement — and is it reviewed through teaming at least every 90 days?	☐	☐	☐
14. When an interpreter is used, does the note name who interpreted, why an interpreter was needed, and how long the session lasted?	☐	☐	☐
15. Are all required signatures in place — consents, treatment plans, supervision notes, and meeting records?	☐	☐	☐
16. For adult members, do you ask about psychiatric advance directives, and document whether one exists?	☐	☐	☐

Section 3 — Billing & Authorizations

Check	Yes	No	Not sure
17. Do you track units per client against each service's own authorization threshold — case management after 240 units per member per calendar year, CBRS for all services at age 18 and older and after 308 units at 17 and younger, adult peer support after 416 units — and request prior authorization before crossing it?	☐	☐	☐
18. Are your billers using the current codes and modifiers, including the revised U1, UD, HN, and HM modifiers for dates of service on or after December 2, 2026?	☐	☐	☐
19. Do you reconcile claims against notes before submission, so upcoding, duplicates, and services not rendered never go out the door?	☐	☐	☐
20. Do you track the last Comprehensive Diagnostic Assessment date for each member, so a CDA is never billed more than once in six months?	☐	☐	☐
21. Are case management and CBRS never billed for the same time — and is CBRS always billed for teaching and practicing skills, never for	☐	☐	☐

completing tasks for the client?			
22. Is member eligibility verified before services are delivered — and re-verified on a regular cycle?	☐	☐	☐
23. Are claims always submitted within the timely filing limit?	☐	☐	☐
24. If you discovered an overpayment today, is there a written process to report it and return it promptly?	☐	☐	☐

Section 4 — Supervision & Training

Check	Yes	No	Not sure
25. Does every supervisee receive documented individual supervision at least monthly — with group supervision capped at six supervisees, and never replaced by an administrative meeting?	☐	☐	☐
26. Are supervision logs and tracking tools maintained, and ready to produce at audit?	☐	☐	☐
27. Is every CANS completed, and updated every 90 days, by an assessor with current certification?	☐	☐	☐
28. Has every PCSP facilitator completed Magellan's PCSP training — with the certificate in their personnel file — before facilitating?	☐	☐	☐

29. Does every youth receiving peer support have a recovery or wellness goal established within 30 days of first engagement?	☐	☐	☐

Section 5 — Incidents, Rights & Records

Check	Yes	No	Not sure
30. Could you produce complete records for any chart Magellan requests within days — and is cooperating with audits written into your procedures?	☐	☐	☐
31. Are critical incidents reported to Magellan in writing within 24 hours, every time?	☐	☐	☐
32. Do you meet Magellan's access standards — initial appointment within 10 business days, urgent within 48 hours, non-life-threatening emergency within 6 hours?	☐	☐	☐
33. Are records retained for the full required period, in one organized system?	☐	☐	☐
34. Is your Telehealth / Virtual Care Addendum on file with Magellan, and do your telehealth services meet the telehealth standards?	☐	☐	☐
35. Would your offices pass a site visit today — safety, accessibility, secure record storage, and member rights	☐	☐	☐

posted?			

Your score

Count your "No" and "Not sure" answers. On this checklist, "Not sure" counts the same as "No" — if you cannot point to the document, the tracker, or the log, an auditor will treat it as missing too.

0–3 gaps — In good shape. Your systems are doing their job. Keep the trackers current and re-run this checklist whenever Magellan updates its handbook or supplement.

4–10 gaps — Exposed. You have real findings waiting in a routine audit. None of them are unusual, and all of them are fixable with the right documents and tracking in place — but they should be fixed before an auditor finds them, not after.

11 or more gaps — At risk. A Magellan audit today would likely produce findings, a corrective action plan, and a hard look at paid claims. Treat this as urgent, and fix the credentialing and billing items first — those carry the termination and recoupment risk.

CLOSING THE GAPS

What ClearFile offers Idaho behavioral health agencies

ClearFile LLC builds the documentation systems this checklist tests for — file sets, policies, trackers, and training built specifically for Idaho Behavioral Health Plan providers. If your score showed gaps, these are the fastest ways to close them:

- **IBHP Audit-Ready Pack — $199 (launch price $149).** The complete documentation set for IBHP agencies: client and employee file documents, contents checklists, and the policies Magellan expects to see, ready to put your agency's name on.
- **Audit Review — $350.** Send us your current files and policies; we check them against the current Magellan handbook, supplement, and Appendix C and give you a written list of exactly what to fix, in priority order.
- **Compliance Watch — $200/month.** We track the deadlines and rule changes for you — credential expirations, recredentialing dates, and Magellan updates as they land — so nothing expires quietly again.
- **Training Library — $120 per module.** Video training modules (15+ minutes each) with quizzes and signed acknowledgment forms for your personnel files — including documentation integrity, supervision, and role-specific training for case management, CBRS, and peer support.

Start at clearfilellc.com, or call (208) 988-5040.

This checklist is an educational self-assessment based on Magellan's published provider handbook, IBHP supplement, and Appendix C. It is not legal advice and does not guarantee any audit outcome. Rules change — verify current requirements in the current Magellan publications.

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