

Magellan Health Services Earns NCQA CVO Certification

AVON, Conn., Jun 10, 2010 (BUSINESS WIRE) -- Magellan Behavioral Health (Magellan Health Services; Nasdaq: MGLN) has again earned certification as a Credentials Verification Organization (CVO) by the National Committee for Quality Assurance (NCQA), a private, not-for-profit organization dedicated to assessing and reporting on the quality of managed care plans.

NCQA evaluated Magellan's internal processes for verifying that physicians and other health care providers have the proper credentials to care for patients and found that the company's system provides the protections required by NCQA's rigorous standards for managed behavioral health care organizations. Magellan is fully certified by the NCQA for 10 out of 10 verification services and was the first managed behavioral health care organization in the nation to earn certification as a credentials verification organization.

"Magellan's CVO continues to demonstrate that it has implemented data collection and verification operation processes with a focus on continuous quality improvement of the services it provides," said Russell Dickinson, Magellan's national director of quality and accreditation. This CVO certification, which Magellan has held since 1999, is in place through 2012.

NCQA's Certification process is a voluntary review that evaluates an organization's management of various aspects of its provider network data collection and verification operations, as well as the process it uses to continuously improve the services provided. There are two major components to the credentials verification certification survey: determination of compliance with NCQA standards and an audit of completed credential files to ensure compliance with NCQA's managed care credentialing.

Credentialing verification organizations (CVOs) that are certified have demonstrated to NCQA that they provide the protections required by NCQA standards, have developed a sound management structure and monitor and continually improve the quality of services they deliver.

"Our Magellan CVO team recognizes that continuous quality improvement as well as setting - and attaining - a high benchmark of excellence is of significant importance to our customers," said Jan Williams, vice president of Magellan's service operations. "That is why we are so proud to have once again achieved this designation."

About Magellan: Headquartered in Avon, Conn., Magellan Health Services, Inc. (Nasdaq: MGLN) is a leading diversified specialty health care management organization. Its customers include health plans, employers and government agencies.

For more information about NCQA, visit www.ncqa.org

SOURCE: Magellan Health Services, Inc.

Magellan Health Services, Inc.
Karen Upchurch
410-953-1036 or 614-371-9922

Copyright Business Wire 2010

<https://magellanhealth.mediaroom.com/2010-06-10-Magellan-Health-Services-Earns-NCQA-CVO-Certification>