

Notice to Arizona Providers - Requesting Claim Information the Provider Already Has Submitted

The following is Magellan's policy regarding how a provider may present acceptable evidence that claim information requested by Magellan has been previously submitted. This information is being provided pursuant to A.R.S. § 20-3102(E).

Occasionally, Magellan* asks an Arizona provider to submit additional information regarding a claim so that Magellan is able to determine how to administer a member's benefits appropriately. Infrequently, the provider may receive a subsequent request for the same claim information.

If a provider receives another request for the same claim information and he/she has already submitted the information to Magellan, the provider is not required to re-send it if he/she can document that the information was already provided to Magellan. The *exception* to this is when Magellan provides a reasonable justification for the request; in this case, the provider should resubmit the information.

Acceptable documentation of a provider's prior submission of claim information includes either a copy of the request for information received by the provider (e.g., EOP, letter, etc.) or the name of the member, member identification number, claim number, date(s) of service and name of the treating provider. In addition to one of the above, the provider must also provide one of the following:

- 1) A mail log identifying the requested information submitted, showing the date the information was sent and identifying the method the provider used in submitting the information; or
- 2) A fax confirmation identifying the requested information submitted, showing the date the information was sent and identifying the method the provider used in submitting the information; or
- 3) Proof of electronic submission identifying the requested information submitted, showing the date the information was sent and identifying the method the provider used in submitting the information.

Again, although Magellan does not routinely make repetitive requests for the same claim information, from time to time it may be necessary for a provider to resubmit information that the provider has already submitted. In these rare instances, Magellan provides a reasonable justification for the additional request.

Providers may direct questions regarding this information to Magellan at 866-424-4225 or 801-282-1755.

*Magellan Health Services of Arizona, Inc., CMG Health, Green Spring Health Services, Human Affairs International, Magellan Behavioral Health and Merit Behavioral Care and their respective affiliates and subsidiaries are affiliates of Magellan Health Services (collectively "Magellan").