



Electronic Claim Submission



What's in it for Providers?

- Improved Efficiency
 - No paper claims. No envelopes. No stamps.
 - Prompt confirmation of receipt or incomplete claim
- Faster Reimbursement - cut out the mailman, clean claims processed within 36 hours
- Improved Quality
 - Up-front electronic review ensures higher percentage of clean claims
 - Secure process with encryption keys, passwords, etc.

Electronic Claims Submission Options

Which option is best for you?

- **Claims Courier - Magellan's Web Option**
 - *For smaller-volume submitters*
 - *It's free!*
 - *Web-based, just go to www.MagellanHealth.com/provider*
 - *Manually key info like you would a CMS-1500 form*
 - *Info is saved and can be copied for new dates of service*

- **Direct Submission to Magellan**
 - *For medium to high volume submitters (NOW no minimum claims/month – it used to be at least 160 claims/month)*
 - *It's free!*
 - *Send HIPAA compliant transactions (claims) directly to Magellan using your existing software*

- **Clearinghouse**
 - *For larger volume submitters*
 - *Magellan works with seven preferred clearinghouses, which accept both professional (CMS-1500) and institutional (UB-04) claims*
 - *Commonly tie in with practice management software*
 - *Check with each clearinghouse for their fees*

Magellan Preferred Clearinghouses

Contact Information

- **Payerpath (formerly Mysis and also known as Allscripts)**
9030 Stony Point Pkwy
Suite 440
Richmond, VA 23235
1-877-623-5706
www.payerpath.com
- **Capario (formerly MedAvant and ProxyMed)**
1901 E Alton Ave, Suite 100
Santa Ana, CA 92705
1-800-586-6938
PayerAdvocacy@Capario.com
- **Availity (formerly THIN)**
PO Box 550857
Jacksonville, FL 32255-0857
1-800-282-4548
www.availity.com
- **Emdeon Business Services (formerly WebMD)**
One Century Place
26 Century Blvd, Suite 601
Nashville, TN 37214
1-877-469-3263
<http://transact.emdeon.com/>
- **Gateway EDI, Inc.**
One Financial Plaza
501 North Broadway 3rd Floor
St. Louis, MO 63102
1-800-969-3666
www.gatewayedi.com
- **NaviNet Claims (also known as AmpMed Corporation)**
4001 Office Court Drive
Building 200
Santa Fe, NM 87507
1-800-526-7276
Fax: 505-982-3904
www.navinetclaims.com
- **RelayHealth (also known as McKesson)**
700 Locust Street
Suite 500
Dubuque, IA 52001
1-800-527-8133, Option 2
www.relayhealth.com



Enhancements to EDI Claim Submission

- “No show” codes now can be submitted electronically (with the exception of Emdeon clearinghouse)
- Claims with COBs now can be submitted electronically (for more information refer to the ASC X12N HIPAA Implementation Guide)
- Corrected claims now can be submitted electronically (for more information refer to the ASC X12N HIPAA Implementation Guide)

The Magellan Health Services Companion Guides provide detailed instructions on exchanging HIPAA compliant ASC X12N transactions with Magellan.

The transaction-specific Companion Guides include Magellan's business rules specific to the individual type of transaction.

(Click on the Public Resources tab at www.edi.MagellanProvider.com to access.)



Electronic Transaction Demos on the Magellan Provider Web Site

- Go to www.MagellanHealth.com/provider
- Choose “Education” from the top menu
- Select “Online Training” from the drop-down menu.
- The section on “Electronic Transactions” includes the following:
 - 835 Transactions
 - Clearinghouse
 - EDI Testing Center
 - Electronic Funds Transfer
 - Submit EDI Claims

Tips for Successful Submission

- Work your exception reports. If a claim is rejected, it has not been accepted by Magellan.
- Proof of submission of a rejected claim is not proof of timely filing.
 - If you are using an EDI clearinghouse, the clearinghouse will send the exception reports.
 - If you are using Claims Courier or Direct Submit, Magellan will send the exception reports.

Contact Information

- General Claims Questions – contact Customer Service 1-800-638-8820
- Technical Assistance –
 - Getting Started – visit our EDI Testing Center at www.edi.MagellanProvider.com
 - Contact EDI Hotline 1-800-450-7281 x75890 or e-mail EDISupport@MagellanHealth.com
- Magellan Provider Web Site – www.MagellanHealth.com/provider
- Web Site Password Reset – contact Christine Bryant CRBryant@MagellanHealth.com or Jessica Riedell JCRiedell@MagellanHealth.com

