



How Do I Contact a Magellan-Contracted Clearinghouse?

For Additional Questions and Answers, visit our [FAQ](#) section

Step 1: Select the Application

Click **Getting Paid** from the menu bar at the top of the screen.

Step 2: Electronic Transactions

Select **Electronic Transactions** from the list.

Step 3: Review Clearinghouse Information

Click **Clearinghouse Contact Information** under *Additional Information*.

- Providers should only contact Magellan if they get a *Magellan reject* after submitting a claim through a clearinghouse.
 - For example: rejection reasons could include member not found, provider not found or invalid P.O. Box. For all other questions, providers will need to contact the clearinghouse directly.