

Use this guide only in regard to services provided *prior to Jan. 1, 2026*.

Effective Jan. 1, 2026, Magellan will no longer manage the benefits for US Family Health Plan members.

Contact Information:

Provider Authorization and Eligibility Line	1-800-971-2273	Call this number for patient care inquiries, inpatient pre-authorization, and member eligibility verification. <i>Concurrent</i> higher levels of care requests can also be managed via secure login at www.MagellanProvider.com (or the sites of Magellan’s contracted vendors as directed).
National Provider Services Line	1-800-788-4005	Call this number for general inquiries, including credentialing and network status, or for any other network administrative issues.
TTY/TDD	1-800-635-2883 or 711	
Claim	1-800-971-2273	Call this number for claims information or check the status of your claims via the Availity Essentials portal, www.Availity.com . If you’ve registered for electronic funds transfer (EFT) for Magellan claims through ECHO Health*, the ECHO portal also offers access to your claims information.
Written Correspondence	Magellan Healthcare Attn: Complaints Department, MO 41 PO Box 1899 Maryland Heights, MO 63043 Fax: 1-888-656-4769	Submit complaints or grievances to Magellan in writing.
Internet	www.MagellanProvider.com (or the sites of Magellan’s contracted vendors, as directed)	For further information about serving Magellan members <ul style="list-style-type: none">• Magellan Provider Handbook• US Family Health Plan Handbook Supplement• Medical Necessity Criteria• Clinical Guidelines• Claims Tools• Provider Data Changes• Update your Provider Profile• <i>Provider Focus</i> Newsletter• And more.

Claims Submission:

Submit claims online at www.MagellanProvider.com by signing in with your secure username and password, or EDI via direct submit or a clearinghouse. Be sure to identify the PO Box below for claims submissions for this account. If you do not have Internet access, use the standard CMS-1500 claim form or the UB-04 claim form. Claims must be filed using the HIPAA-compliant CPT code(s).

Submit paper claims to:

Magellan Healthcare | PO Box 1099 | Maryland Heights, MO 63043