



How Do I Contact a Magellan-contracted Clearinghouse?

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

Steps: Lookup Clearinghouse Information

- 1) To access, click *Getting Paid* on the menu bar at the top of the screen.
- 2) Select *Electronic Transactions* from the list.
- 3) Click *Clearinghouse Contact Information* under Additional Information.

TIPS:

- Providers should contact Magellan if they get a *Magellan* reject - for example: member not found, provider not found or invalid PO Box. For all other questions, providers will need to contact the clearinghouse directly.
- For further assistance, use the *FAQs* link to access *Contact Us*.