Frequently Asked Questions about Electronic Transactions

The Southeast Care Management Center's Network staff often receives the following questions in our discussions with providers about electronic claims submission and electronic payment.

1) **What is *Claims Courier*?**
   It is our web-based data entry application for providers submitting professional claims on a claim-at-a-time basis. There is no charge for using this service.

2) **How do I access *Claims Courier*?**
   Access *Claims Courier* by signing in to www.MagellanHealth.com/provider with your username and password and clicking on "Submit a Claim Online" located under My Claims on the left-hand menu.

3) **What should I do if I forget my password or username?**
   You can click the "Forgot Password?" or "Forgot Username?" links in the Sign-In box on the provider website to contact us. You also can call 1-800-297-7821 to have a representative reset it while you are on the phone.

4) **Can I submit secondary claims online?**
   Yes, you can. In the "Submit a Claim Online" application, on the Patient/Insured Information page, select "No" for the "Is Magellan the primary insurance carrier?" question. After you check No, additional fields will display for you to input your information.

5) **Does Magellan's claim submission process meet compliance standards of the Centers for Medicare and Medicaid Services (CMS) and Health Insurance Portability and Accountability Act (HIPAA) for electronic transactions?**
   Yes, it does.

6) **What can I do once I'm signed in and using *Claims Courier*?**
   - Create a new, blank claim
   - Create a new claim from a copy of a previously submitted claim (this can save time)
   - Complete a claim you saved previously
   - View your submitted claims
   - View archived claims
   - Finished a saved claim

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7) What is Direct Submit?
It allows you to send HIPAA-compliant 837 files directly to Magellan in bulk, without accompanying claim data entry or the involvement of a clearinghouse.

8) Is there a charge for using Direct Submit?
There is no charge for providers.

9) How do I register to submit EDI claims directly to Magellan?
You register by sending an email to EDISupport@MagellanHealth.com or by contacting Magellan EDI Support at 1-800-450-7281 ext 75890.

10) Is there a fee associated with submitting my claims electronically?
Magellan will not charge a fee for electronic claims submitted through our Web-based submission tool. However our contracted clearinghouses do charge fees based on your ability to submit a HIPAA-compliant (X12) transaction. The fees charged by these clearinghouses are in addition to fees Magellan absorbs for each EDI transaction.

11) What is a clearinghouse?
External EDI clearinghouses act as a middleman between the provider and Magellan and can transform non-HIPAA compliant formats to compliant 837s. There also may be charges from a clearinghouse. View clearinghouses.

12) What is Magellan's Payer Id?
Payer ID 01260 is required for all clearinghouses with the exception of Emdeon. Payer ID 12X27 is used for Emdeon Institutional.

13) What is Electronic Funds Transfer?
With electronic funds transfer (EFT) your payments are automatically deposited into your business bank account, which means no more paper checks or remittance for claims paid by Magellan. You can either print remittance advice online through *Check Claim Status* on the *MyPractice* menu, or request electronic remittance advice through a clearinghouse (if you subscribe to one).

You must have a W-9 Form on file with Magellan and be the owner of the Taxpayer Identification Number (TIN). Magellan provides these services free of charge.

14) Can I sign up for EFT?
EFT is available to organizations and individual providers who own the Taxpayer Identification Number (TIN) linked to a submitted claim.

15) How do I register for EFT?
Go to www.MagellanHealth.com/provider and enter your username and password. From the MyPractice page, click *Display/Edit Practice Information*. Click "Electronic Funds Transfer" then click "Add" to ender your information. Final step is to click "Save" and you will see a confirmation page that you can print for your records.

16) Will I still receive my EOBs if I choose to receive EFT payments?
Once you elect electronic funds transfer, you will no longer receive paper checks, explanation of benefits (EOB) or explanation of payment (EOP) statements.
To view or print EOB statements, click "**View EOB"** when looking at your claims online in *Check Claims Status.*

17) Do I have to submit claims online?
Magellan Behavioral Health is moving to an electronic-only claims submission process soon. Therefore, payment for services to your office may be delayed if you do not begin to submit claims online. We ask that you contact us to switch to electronic claims and set up training for your staff. Call 1-800-327-8780, weekdays between 8 a.m. and 5 p.m. Eastern time. For more details on electronic transactions, go to www.MagellanHealth.com/provider, and click "Getting Paid," then "Electronic Transactions."

18) Is there training for providers who have never submitted claims online?
The Southeast Network team conducts training via webinar on Tuesdays and Thursdays from 10:30 to 11:15 a.m. Eastern time and from 2 to 2:45 p.m. Eastern time. The following link will allow you to log in to the webinar.
https://magellanhealth.globalmeet.com/ProviderWebsiteOrientation1
You will need to log in as a Guest. You also must call in to 1-719-457-0816 passcode 668112, to hear the webinar. If you are not at a computer, you can join by calling the following numbers: BlackBerry-1-719-457-0816 x668112# or iPhone 1-719-457-0816 x668112.

If you have any further questions, feel free to contact the Network department at 1-800-297-7821.