



Provider Notice

A recent enhancement to the Magellan claims system resulted in claim rejections and/or denials.

1. In the case of claim rejections: Claims for residential services billed via EDI on a UB claim form were rejected due to the presence of a referring NPI on the claim. The impacted dates of service include April 1, 2017 and later for revenue code 1001 only. Rejected claims do not appear in our system and providers should resubmit these claims for reimbursement. Claims billed with a referring NPI will no longer reject.
2. In the case of claim denials: Claims for residential services were denied due to no referring NPI on the claim. The impacted dates of service include April 1, 2017 and later for revenue code 1001 only. Magellan is currently adjusting these claims and no further action is required.

If you need further assistance, please contact our Magellan Customer Service team at 1-800-424-4046. To assist with routing your call to the appropriate representative, please mention “residential referring NPI rejections/denials”.

To ensure claims resume processing without delays, Magellan will soon send providers more information about the residential billing requirements.