



Provider Notice

Magellan is providing the following tips to assist providers with successful ICD-10 claim submissions:

MOST IMPORTANT - Users MUST submit from a new, blank claim when submitting for dates of service after October 1, 2015.

Users cannot create a new claim from a copy and also cannot submit from a previously saved claim. Coding logic changed on October 1, 2015 and any previous submissions, or even attempts at submissions (saved claims) will not recognize the ICD-10 codes.

Please submit a brand new claim for each member you service

When the first submission is received, you will be able to create copies going forward. However, **be SURE to only copy** when the previous submission had a service date of October 1, 2015 or later.

October dates of service cannot be combined with previous dates of service

Dates of service prior to October 1, 2015 still get the ICD-9 codes. Dates of service October 1, 2015 and later get the ICD-10 codes. Both codes cannot be used on the same claim. Two claims need to be submitted in these cases - one claim with previous service dates and a second with only October service dates.

Check which Internet browser is being used

Magellan has experienced instances when some users cannot submit, even when starting with a new, blank claim when accessing with Internet Explorer or another web browser. Using Google Chrome to submit successfully is suggested if other browsers are unsuccessful.

Have the user search for the codes

Some users are not typing in the codes correctly (ex. F339, instead of F33.9). Please search for the code using the magnifying glass icon next to the field. When the proper code is located, click the 'Select' button so the application auto-populates the correct code and format.

The above steps should correct any issues that may arise while submitting a claim utilizing Magellan's Claims Courier application.

Please report any future issues or problems with ICD-10 by sending an email to: VAProviderQuestions@magellanhealth.com or by calling 1-800-424-4046.