SUBMIT A CLAIM ONLINE
Magellan Complete Care is pleased to offer professional claim submission for professional services. This online application is designed as a tool to both submit and manage claims submitted through the Claims Courier.

- It is the submitter's responsibility to monitor the claim using 'View Submitted Claims' function until it is in 'Accepted/Received' status and thereby entered into the adjudication system.
- Magellan Complete Care will only accept claims for which Magellan Complete Care both manages and pays claims.
- We cannot accept institutional claims (UB-04) or data feeds from provider billing software through this website. If you wish to use your billing software or if you wish to submit institutional claims (UB-04) electronically, please contact one of our contracted clearinghouses.
- If you wish to view adjudicated claims status, you can check claims status through My Claims.

Users are given the following options:

- Create a new claim.
- Create a new claim from a copy of a previously submitted claim.
- Finishing a claim that was previously started but not completed.
- View claims that have been submitted, but not processed yet.
CREATE A NEW, BLANK CLAIM
Users must always start with a new claim the first time submitting online for a particular member. The first step is to enter and verify the P.O. Box Number.
The user will then conduct a search for the member.
When the member is located, the user will click Select this Member.
The member’s information will automatically populate. It is very important not to change any information, or the claim will be rejected by the system. The additional fields and questions on the Patient/Insured Information page must be completed before proceeding. Depending on the answers to various questions, additional information may need to be provided.

When finished, click Save and Continue to proceed to the next page.
The next page contains the provider’s information. Users will be required to manually enter the Tax ID Number and Tax ID Code type. Employer ID should be selected when billing using a TIN or EIN. Users need to ensure the ID number is typed correctly, so the claim is not rejected by the system.
The next page contains treatment information. All fields on this page are optional. The user can choose whether or not they want any of this information included in the claim.
On the Claim Detail page, Patient Account Number is mandatory and must be entered before the claims lines will display. The Patient Account Number is the number the provider’s office uses to identify the patient. Once entered, the user can then click Add new Claim Line.
On the Edit Line Detail screen, users will need to complete all required fields before saving. Clicking on the magnifying glass icons will allow users to search for the appropriate codes for those fields.
Once a line has been entered, it will display as shown above. The icons will allow users to view the line details, delete the line or edit the line. Attachments can also be included with the submission by clicking the View/Add Attachments button.

Once all lines have been entered, the user can click Save and Continue to advance to the Preview page where they will review all information and then submit the claim.
Upon submission, confirmation will be given that the claim was received. Processing of the claim can then be monitored using the Check Claims Status application.
CREATE A NEW CLAIM FROM A COPY
The Create a New Claim from a Copy option allows users to create a new claim from a previous submission. This is a very time-saving feature for users because the majority of information on the claim is retained from the previous submission.
Previously Received/Accepted claims will provide a yellow Copy button which users can click in order to create a new claim from a previous submission.
The claim will open to the Claim Detail page. The only requirement would be for the user to edit claim lines using the pencil icon and update to current date(s) of service. New attachments can also be added, if needed.

All previously submitted information will remain on the claim; however, users can use the navigation boxes at the top of the page to make any required edits on other pages.

Once all edits have been made, the user will proceed to the Preview page to review and submit. Upon submission, confirmation will be provided, as with initial claim submissions.
FINISH A SAVED CLAIM
The Finish a Saved Claim option allows users to search for and open partially completed claims, in order to finish the submission process.
VIEW SUBMITTED CLAIMS
The View Submitted Claims option allows users to search for and view the status of claims previously submitted through the site. In addition to being the fourth button in the Submit a Claim Online application, there is also a link directly to that feature in the list of site applications.