



Magellan Compliance Notebook

Magellan Behavioral Health of Pennsylvania, Inc. (Magellan) strives to be proactive and use education as a preventative tool to help ensure our members receive the highest quality of care through you, the provider. The Compliance Department at Magellan is committed to sending monthly e-mails to targeted providers regarding a Compliance-related subject.

This e-mail communication is specific to your HealthChoices (Pennsylvania Medicaid) Contract with Magellan.

This month we would like to remind providers about the importance of correctly identifying the rendering service location when submitting claims to Magellan.

It is increasingly common for Magellan network providers to have multiple contracted service locations. This is especially apparent in the number of school-based Outpatient Clinics that operate throughout our region. Please consider the below reminders when submitting claims in order to ensure your agencies are in compliance with all contractual and billing requirements.

When submitting claims (whether electronically or on paper), providers are required to include information about the Service Location in addition to the Billing Location, as these may not be the same.

Service Location:

- The NPI listed should reflect the service/ rendering location.
- The address should match the rendering service location.

Billing Location:

- The NPI listed should reflect the agency's financial/ business/ main location.
- The address should match the agency's financial/ business/ main location.

Providers should conduct timely review of all Explanation of Benefits (EOBs) to verify the payments are being processed correctly. It's important to know that Magellan looks at utilization based on service locations and if the above procedures are not followed, the reports generated would not reflect accurately. This significantly impacts Magellan's ability to monitor providers; and may impact program expansion requests and future Value-Based Purchasing incentives among other things.

It's imperative that this communication be reviewed with your billing departments to ensure that your agency is submitting claims correctly.

At Magellan, we will continue to educate our providers with updated MA Bulletins, Regulations and other pertinent information in order to ensure Compliance.

Thank you for your ongoing hard work and dedication to our members!

Magellan of Pennsylvania's Compliance Team

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