

# Behavioral Health Service Claim Information

Magellan Complete Care of Arizona is committed to transparently and effectively communicating with our providers and others. Recently, we received feedback from the Arizona Council meeting that providers were experiencing difficulty submitting behavioral health claims. We want to confirm that we are actively receiving and accurately adjudicating both behavioral and physical health claims, as well as to clarify the submission process.

There are currently a number of ways to submit claims. Below is the current claims submission procedures which can also be found in the provider manual, as well is accessible online at [www.MCCofAZ.com](http://www.MCCofAZ.com).

## ***Current Claims Submission Options:***

1. ***Claims may be submitted through SPSI*** – providers that have arrangements with SPSI can submit claims as normal. SPSI has an agreement with Change Health, which allows them to send the submissions to it for payment. Use this payor ID: MCC01.
2. ***Claims may be submitted through Change Healthcare*** – providers with an agreement with Change Healthcare can submit claims as normal. Use this payor ID: MCC01. Providers using Change Health can also manually enter their claims at the Change health website.
3. ***Claims may be submitted through Ability.***
4. ***Paper claims*** – providers that wish to submit paper claims should send them to:

Magellan Complete Care of Arizona  
Claims Service Center  
P.O. Box 956  
Elk Grove, IL 60009-0956

During the implementation process, we learned that many of our contracted behavioral health providers use SPSI as the clearinghouse for their claims. At the time, we acknowledged that SPSI was not one of our existing clearinghouses and committed to building a relationship with them as soon as possible once the plan had been implemented.

MCC of AZ is engaged in discussion with SPSI to create an additional claim submittal option and commit to keeping you abreast of this process going forward.

Please call us at 800-424-5891 with any questions or concerns. We look forward to continuing to partner with you in serving members in the Central GSA.