

## Provider Notice

### ATTENTION: Claims processing system feed issue

Outpatient provider claims (837P) received from Jan. 27 through Feb. 3, 2025, did not feed into Magellan's claims payment system properly.

#### **Do not resubmit – claims were received**

If you submitted a claim electronically during that time, you may not have received an acknowledgment that Magellan received your claim, nor could you see the claims/status in online portals. However, rest assured, **Magellan did receive your claims securely into our systems and resubmission is NOT necessary.**

#### **Claims now processing**

Normal system operations have resumed, and we have dedicated resources to processing the claims as quickly as possible. You should see claims from Jan. 27 through Feb. 3, 2025, reflected in online portals shortly.

We apologize for the inconvenience.