

COVID-19 crisis: Behavioral health network provider Q&A

Question	Answer
Where can I find updated provider communications regarding COVID-19?	Visit our webpage dedicated to resources for behavioral health network providers at MagellanProvider.com/crisis .
Do you have any resources I can share with my patients regarding COVID-19?	Magellan has a wealth of information and resources online at MagellanHealthcare.com/covid-19 , including health and wellness information you may share with patients.
When do the special exceptions and measures outlined in this document take effect and how long will they remain in effect?	They became effective March 18, 2020, and we plan to keep them in place while the federal emergency is in effect. We will share any updates and further details via our website.
Due to COVID-19, many of my patients are sick/quarantined/at high risk or simply don't want to come in for a session...	
<p>Can I conduct outpatient sessions with Magellan members virtually/via computer using a HIPAA-compliant platform?</p> <p>How should I bill this?</p>	<p>Yes, we encourage you to use telehealth and strongly suggest that you use a HIPAA-compliant telehealth platform (real-time, interactive audio and video). However, considering the COVID-19 crisis and member access issues, you may have to utilize other (non-public) methods such as FaceTime in order to ensure the member gets the help they need (see question directly below for guidance on <i>NON-HIPAA-compliant</i> methods).</p> <p>Bill the service provided via a HIPAA-compliant-telehealth platform using the GT or 95 modifier and place of service 02.</p>
<p>Can I conduct outpatient sessions with Magellan members via telephone or a non-HIPAA-compliant method (e.g., Skype or FaceTime)?</p> <p>How should I bill this?</p>	<p>We strongly suggest that you use a HIPAA-compliant telehealth platform, which includes both audio and video. (See below for further instruction on telehealth platforms.) However, if this is impossible due to the COVID-19 crisis, you may use telephone or a non-public method such as Skype or FaceTime for sessions. <i>Note: Public-facing sites such as Facebook Live and Twitch should NEVER be used for telehealth.</i></p> <p>Bill using the GQ modifier and place of service 02.</p>

Can I conduct outpatient sessions with Magellan members via text ?	No, sessions via text message are not permissible.
Will you support outpatient sessions via telephone under all plans/products?	Yes, during this crisis, Magellan is waiving our normal protocols to allow providers to provide and bill sessions by telephone.
Do I need an addendum in place to bill telephone sessions?	No, a contract addendum is not necessary to bill during this COVID-19 crisis.
Are there specific telephonic codes I should use?	Bill the appropriate covered CPT code (listed on your reimbursement schedule) using the GQ modifier and place of service 02.
I'm sick and/or quarantined and can't see patients at all. What should I do to ensure my patients get the care they need?	If you are unavailable and don't have coverage for your Magellan patients who need care, you should coordinate care with Magellan by calling the member's program number. If you are unsure of this number, refer to the member's benefits card or sign in at MagellanProvider.com and use the <i>Lookup Contact Info</i> function.
Some of my Magellan patients don't have coverage for telehealth. During the COVID-19 crisis, are you making exceptions and covering telehealth and telephone outpatient sessions (non-HIPAA-compliant platforms) for them?	Yes, we are. If you provide the service using a HIPAA-compliant telehealth platform, bill using the GT or 95 modifier and place of service 02. If you use a NON-HIPAA-compliant platform due to the crisis situation or member access issues, bill using the GQ modifier and place of service 02. <i>Note: Public-facing sites such as Facebook Live and Twitch should NEVER be used for telehealth.</i>
Can I provide applied behavior analysis (ABA) services via telehealth?	See ABA Q&A in separate section below.
Can I conduct medication management/prescribing via telehealth or telephone?	If you are an MD contracted to provide these services, yes you may. If you provide the service using a HIPAA-compliant telehealth platform, bill using the GT or 95 modifier and place of service 02. If you use a NON-HIPAA-compliant platform due to the crisis situation or member access issues, bill using the GQ modifier and place of service 02. <i>Note: Public-facing sites such as Facebook Live and Twitch should NEVER be used for telehealth.</i>
Can I conduct psychological testing via telehealth or telephone?	If you are contracted to provide psychological testing, you may provide clinically appropriate tests using telehealth (via a HIPAA-compliant telehealth platform or – during this crisis only – a non-HIPAA-compliant platform), but <i>not</i> by telephone. Tests that are only clinically valid when done in-person would not be appropriate for telehealth. Bill HIPAA-compliant telehealth using the GT or 95 modifier and place of service 02. If you use a NON-HIPAA-compliant platform, bill using the GQ

	modifier and place of service 02. <i>Note: Public-facing sites such as Facebook Live and Twitch should NEVER be used for telehealth.</i>
How do I become a telehealth provider?	During this crisis, you can begin to deliver telehealth services immediately. We encourage you to use a HIPAA-compliant telehealth platform. Bill with the GT or 95 modifier and place of service 02. You can visit MagellanProvider.com/telehealth for more information.
Do you require that I use a specific telehealth platform?	No, a variety of HIPAA-compliant platforms are available, and you may use any of those (American Well, Clocktree Health, Theralink, etc.). If you are not already using a platform, during this crisis we can temporarily offer you access to Zoom. If you're interested in using Zoom, complete a brief request form to let us know and we will be in touch with you shortly. (https://www.surveymonkey.com/r/ProviderZoom)
Can I use Skype or FaceTime for telehealth sessions?	We highly suggest using a telehealth platform that is HIPAA-compliant, however during this crisis we want members to receive the help they need, so you may use these methods – only on a temporary basis – to ensure patient needs are met. Bill using the GQ modifier and place of service 02. <i>Note: Public-facing sites such as Facebook Live and Twitch should NEVER be used for telehealth.</i>
Are there any changes to the telehealth codes or extension of codes?	No (with the exception of temporarily permitting telehealth for special services, see the facility and ABA sections below). For telehealth billing information visit MagellanProvider.com/telehealth and scroll to the bottom of the page.
During this crisis, do I still need to obtain preauthorization for services (inpatient or outpatient) that normally require it?	Yes.
Do all existing documentation, licensing and requirements to provide services remain in effect?	Yes.
During this crisis, are you relaxing your site visit requirements or timelines for recredentialing?	Yes, we are altering our credentialing and recredentialing processes to align with NCQA, URAC, CMS and states' guidance. Magellan is honoring any flexibility recommendations by these bodies (e.g., license extensions, recredentialing timeframes).
During this crisis, will you broaden the provider types who can submit certain services?	No, providers must continue to practice within their scope of services.
Does the guidance in this document apply to EAP services as well?	Yes, please bill telehealth services as you normally do, using the Magellan EASI Form. During the COVID-19 crisis, if you use a NON-HIPAA-compliant platform due to the situation/member access issues, complete the EASI Form as

	you do for an in-person session. <i>Note: Public-facing sites such as Facebook Live and Twitch should NEVER be used for telehealth.</i>
Does the guidance in this document apply for new patients as well as those with whom I have an established relationship?	Yes.
Whom can I contact for more information or specific questions about my concerns or client needs?	We ask that you visit our behavioral health provider website, MagellanProvider.com/crisis , to review this Q&A regularly for the most up-to-date information. If you have a question that isn't addressed here, submit it to COVID19@MagellanHealth.com .
How do you intend to update providers on your approach to COVID-19?	We will post information on our behavioral health provider website at MagellanProvider.com/crisis . We also may send periodic updates via email or fax. So please ensure that your contact information is up to date by signing in at MagellanProvider.com and selecting <i>Display/Edit Practice Information</i> .
Does any of the guidance in this document pertain to Magellan Complete Care business or medical network providers?	No, it pertains to Magellan's behavioral health lines of business only. Networks for Magellan Complete Care (MCC) Medicaid health plans are managed independently from our Magellan Healthcare behavioral health networks. Providers contracted for an MCC network should visit MCCofAZ.com , MCCofFL.com , MCCofVA.com or seniorwholehealth.com .

Facility-specific Q&As

Question	Answer
Can I provide attending physician services to members in inpatient settings via telehealth or telephone?	Yes, during this crisis we will allow provision and billing of attending physician services via telehealth. If you provide the service using a HIPAA-compliant telehealth platform, bill using the GT or 95 modifier and place of service 02. If you use a NON-HIPAA-compliant platform due to the crisis situation or member access issues, bill using the GQ modifier and place of service 02. <i>Note: Public-facing sites such as Facebook Live and Twitch should NEVER be used for telehealth.</i>
Can I provide IOP or PHP via telehealth?	Yes, during this crisis you may, if you are delivering the same service via a telehealth platform – i.e., <i>the same frequency and intensity of service, using the same IOP and PHP codes</i> . If you provide the service using a HIPAA-compliant telehealth platform, bill using the GT or 95 modifier and place of service 02.

	<p>If you use a NON-HIPAA-compliant platform due to the crisis situation or member access issues, bill using the GQ modifier and on the CMS-1500 also use place of service 02. <i>Note: Public-facing sites such as Facebook Live and Twitch should NEVER be used for telehealth.</i></p> <p><i>HOWEVER</i>, if you aren't delivering IOP or PHP, <i>and you are not contracted as an outpatient provider</i> but the member requires outpatient care, contact Magellan at the member's program number so we can refer them to an outpatient provider. (If you are unsure of this number, refer to the member's benefits card or sign in at MagellanProvider.com and use the <i>Lookup Contact Info</i> function.)</p> <p>If you <i>are</i> contracted for outpatient care, you may bill the outpatient service using the GT or 95 modifier and place of service 02 (HIPAA-compliant platform). If you use a NON-HIPAA-compliant platform due to the crisis situation or member access issues, bill using the GQ modifier and place of service 02. <i>Note: Public-facing sites such as Facebook Live and Twitch should NEVER be used for telehealth.</i></p>
Can I bill for services performed by telephone, related to IOP or PHP?	No, IOP and PHP services are not permitted via telephone. However, member check-in and counseling by telephone is permitted, but should be billed with the <i>outpatient</i> visit code, along with using the GQ modifier and place of service 02.

Applied behavior analysis (ABA)-specific Q&As

Question	Answer
Is Magellan allowing the delivery of ABA therapy using telehealth methods?	We only allow telehealth for supervision (97155), caregiver training (97156 & 97157) and functional behavior assessment (FBA) (97151) with HO modifier. <i>Providers treating members in New Jersey: read this New Jersey ABA notice.</i>
Is Magellan allowing delivery of ABA supervision, caregiver training and support, and FBA via telephone?	We strongly suggest that you use a telehealth platform – which includes both audio and video. (See Q&As above for further instruction on telehealth platforms.) However, if this is impossible due to the COVID-19 crisis, you may use telephone. If you use a NON-HIPAA-compliant platform due to the crisis situation or member access issues, bill using the GQ modifier and place of service 02. <i>Note: Public-facing sites such as Facebook Live and Twitch should NEVER be used for telehealth.</i>
Are ABA providers allowed to use the hours approved in a current authorization for telehealth?	You must submit a request to add telehealth services to the Magellan ABA care manager, to provide the POS and modifiers available on your authorization. Please resubmit your most current approved treatment plan with a request regarding telehealth.

	During this crisis, you may conduct the FBA, provide supervision and caregiver training services via telehealth even if you are not currently in Magellan’s network for telehealth services.
Do I need to submit a request or forms for the services utilizing telehealth for each client?	Yes. Submit forms as you normally do.
How can we increase our requested hours for parent training due to this crisis and use them as telehealth visits?	Submit your request for additional caregiver training hours and the ABA department will review. At this time, we are looking to providers to provide additional hours of caregiver training as parents/members are home and quarantined.
Are the GT or 95 modifiers required for billing telehealth?	Yes, bill using the GT modifier with 02 as the place of service.
During this crisis, what is Magellan’s current position/process pertaining to ABA services?	<p>Magellan will approve FBA, supervision and caregiver training for telehealth ABA services until further notice, due to the COVID-19 outbreak. If you need additional hours or a change to telehealth during this time, please fax this request to the same number to which you faxed the initial authorization request. Submit the member name, date of birth, date range of change, and service code changes that you are requesting, and we will process your request ASAP.</p> <p>Please note that only <i>ABA FBA, supervision, and caregiver training</i> will be authorized for telehealth (direct service and social skills group will NOT be authorized for telehealth). During this crisis, you may provide these services via telehealth even if you are not currently in Magellan’s network for telehealth services.</p> <p><i>Providers treating members in New Jersey: read this New Jersey ABA notice.</i></p>
I have additional questions pertaining to ABA.	For ABA-specific questions, contact Yagnesh Vadgama at YJVadgama@MagellanHealth.com .

If you have a question that isn’t addressed here, you may submit it to COVID19@MagellanHealth.com.