

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.
<p>During this crisis, can I conduct outpatient sessions with Magellan members <i>virtually/via computer using a HIPAA-compliant platform?</i></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>If you provide outpatient sessions using a HIPAA-compliant telehealth platform, bill the appropriate CPT code (listed on your reimbursement schedule) with the GT or 95 modifier.</p> <p>Claims submitted on an 837p or CMS-1500 form should also include place of service 02.</p> <p>Organizational providers billing professional services should bill the license-level modifier in the first modifier field and the telehealth modifier in the second modifier field.</p>

<p>During this crisis, 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>If you provide outpatient sessions using the telephone or a non-HIPAA-compliant telehealth platform, bill the appropriate CPT code (listed on your reimbursement schedule) with the GQ modifier.</p> <p>Claims submitted on an 837p or CMS-1500 form should also include place of service 02.</p> <p>Organizational providers billing professional services should bill the license-level modifier in the first modifier field and the telehealth modifier in the second modifier field.</p>
<p>During this crisis, can I conduct outpatient sessions with Magellan members via text?</p>	<p>No, sessions via text message are not permissible.</p>
<p>Will you support outpatient sessions via telephone under all plans/products?</p>	<p>Yes, during this crisis, Magellan is waiving our normal protocols to allow providers to provide and bill sessions by telephone.</p>
<p>Do I need an addendum in place to bill telephone sessions?</p>	<p>No, a contract addendum is not necessary to bill during this COVID-19 crisis.</p>
<p>Are there specific telephonic codes I should use?</p>	<p>If you provide outpatient sessions using the telephone, bill the appropriate CPT code (listed on your reimbursement schedule) with the GQ modifier.</p> <p>Claims submitted on an 837p or CMS-1500 form should also include place of service 02.</p>
<p>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?</p>	<p>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.</p>

<p>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?</p>	<p>Yes, we are.</p> <p>If you provide services using a HIPAA-compliant telehealth platform, bill the appropriate CPT code (listed on your reimbursement schedule) with the GT or 95 modifier.</p> <p>If you provide services using the telephone or a non-HIPAA-compliant platform due to the crisis situation or member access issues, bill the appropriate CPT code (listed on your reimbursement schedule) with the GQ modifier.</p> <p>Claims submitted on an 837p or CMS-1500 form should also include place of service 02.</p> <p><i>Note: Public-facing sites such as Facebook Live and Twitch should NEVER be used for telehealth.</i></p>
<p>During this crisis, should I collect copayments from members?</p>	<p>Some states or plans may be waiving member cost-sharing during the crisis. To check member eligibility and benefits, sign into MagellanProvider.com and select the <i>Check Member Eligibility</i> application from the menu, or call us at the number on the back of the member's benefits card. Also, be sure to stay up to date with any mandates your particular state has implemented.</p>
<p>Can I provide applied behavior analysis (ABA) services via telehealth?</p>	<p>See ABA Q&A in separate section below.</p>
<p>Can I conduct medication management/prescribing via telehealth or telephone?</p>	<p>Yes, if you are a provider type (e.g., physician, clinical nurse specialist) who is licensed and contracted to provide these services.</p> <p>If you provide medication management services using a HIPAA-compliant telehealth platform, bill the appropriate CPT/HCPCS code (listed on your reimbursement schedule) with the GT or 95 modifier.</p> <p>If you provide medication management services using the telephone or a non-HIPAA-compliant platform due to the crisis situation or member access issues, bill the appropriate CPT/HCPCS code (listed on your reimbursement schedule) with the GQ modifier.</p> <p>Claims submitted on an 837p or CMS-1500 form should also include place of service 02.</p> <p><i>Note: Public-facing sites such as Facebook Live and Twitch should NEVER be used for telehealth.</i></p>

<p>Can I conduct psychological testing via telehealth or telephone?</p>	<p>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.</p> <p>If you provide psychological testing services using a HIPAA-compliant telehealth platform, bill the appropriate CPT code (listed on your reimbursement schedule) with the GT or 95 modifier.</p> <p>If you provide psychological testing services using a non-HIPAA-compliant platform due to the crisis situation or member access issues, bill the appropriate CPT code listed on your reimbursement schedule with the GQ modifier.</p> <p>Claims submitted on an 837p or CMS-1500 form should also include place of service 02.</p> <p><i>Note: Public-facing sites such as Facebook Live and Twitch should NEVER be used for telehealth.</i></p>
<p>How do I become a telehealth provider?</p>	<p>During this crisis, you can begin to deliver telehealth services immediately. We encourage you to use a HIPAA-compliant telehealth platform. Bill the appropriate CPT code (listed on your reimbursement schedule) with the GT or 95 modifier. You can visit MagellanProvider.com/telehealth for more information.</p> <p>Be aware that your state licensing board(s) may have specific requirements related to the provision of telehealth services. You remain responsible for complying with those requirements and practicing within the scope of your licensure.</p>
<p>Do you require that I use a specific telehealth platform?</p>	<p>No, a variety of HIPAA-compliant platforms are available, and you may use any of those (American Well, Clocktree Health, Theralink, etc.).</p>
<p>Can I use Skype or FaceTime for telehealth sessions?</p>	<p>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 the appropriate CPT code (listed on your reimbursement schedule) with the GQ modifier. <i>Note: Public-facing sites such as Facebook Live and Twitch should NEVER be used for telehealth.</i></p>
<p>Are there any changes to the telehealth codes or extension of codes?</p>	<p>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.</p>

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.
Is Magellan continuing to process claims in a timely manner or will there be delays?	Currently we continue to process and pay claims promptly. However, if you submit <i>paper</i> claims, we strongly encourage you – now more than ever – to submit claims electronically instead to avoid delays. Visit our electronic transactions webpage for more information. And, <i>if you still receive paper checks</i> rather than electronic payments, you should sign up for direct deposit to your bank account as soon as possible. As previously communicated and specified in the Magellan provider handbook, getting paid electronically is a network provider requirement. Go to our electronic funds transfer (EFT) webpage for more information.
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 .

<p>How do you intend to update providers on your approach to COVID-19?</p>	<p>We will post information on our behavioral health provider website at MagellanProvider.com/crisis.</p> <p>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>.</p>
<p>Does any of the guidance in this document pertain to Magellan Complete Care business or medical network providers?</p>	<p>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.</p>

Facility-specific Q&As

Question	Answer
<p>Can I provide attending physician services to members in inpatient settings via telehealth or telephone?</p>	<p>Yes, we allow provision and billing of attending physician services via telehealth. If you provide the service using a HIPAA-compliant telehealth platform, bill the appropriate CPT/HCPCS code (listed on your reimbursement schedule) with the GT or 95 modifier.</p> <p>If you use a telephone or non-HIPAA-compliant platform due to the crisis situation or member access issues, bill the appropriate CPT/HCPCS code (listed on your reimbursement schedule) with the GQ modifier.</p> <p>Claims submitted on an 837p or CMS-1500 form should also include place of service 02.</p> <p>Organizational providers billing professional services should bill the license-level modifier in the first modifier field and the telehealth modifier in the second modifier field.</p> <p><i>Note: Public-facing sites such as Facebook Live and Twitch should NEVER be used for telehealth.</i></p>

<p>Can I provide contracted PHP or IOP via telehealth?</p>	<p>Yes, during this crisis you may provide authorized, contracted PHP or IOP services via telehealth if you deliver the same service via a telehealth platform – i.e., <i>the same frequency and intensity of service</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> <p>Please see instructions for billing PHP or IOP services via telehealth platforms during the crisis.</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 services, you may bill the outpatient service using the appropriate CPT code (listed on your reimbursement schedule) with the GT or 95 modifier (HIPAA-compliant platform). If you use a non-HIPAA-compliant platform due to the crisis situation or member access issues, bill using the appropriate CPT code (listed on your reimbursement schedule) with the GQ modifier.</p> <p><i>Note: Public-facing sites such as Facebook Live and Twitch should NEVER be used for telehealth.</i></p>
<p>Can I bill for services performed by telephone, related to PHP or IOP?</p>	<p>No, PHP or IOP services are not permitted via telephone. However, member check-in and counseling by telephone is permitted, but should be billed with the appropriate <i>outpatient</i> visit CPT code (listed on your reimbursement schedule) with the GQ modifier.</p>

Applied behavior analysis (ABA)-specific Q&As

Question	Answer
<p>Is Magellan allowing the delivery of ABA therapy using telehealth methods?</p>	<p>Yes. On March 18, 2020, we began allowing telehealth for supervision (97155), caregiver training (97156 & 97157) and functional behavior assessment (FBA) (97151) with HO modifier.</p> <p>Throughout late March and April, Magellan began offering expanded coverage codes for ABA telehealth in response to coverage rules issued by some states and the Behavioral Health Center of Excellence’s recent guidance, Telehealth: Evidence-Based Practice in the Time of COVID-19.</p> <ul style="list-style-type: none"> • See our ABA Telehealth Modifiers and Codes sheet. • <i>Providers treating members in California:</i> refer to this California ABA notice. • <i>Providers treating Independence Blue Cross and AmeriHealth members:</i> refer to our IBC and AmeriHealth webpages. <p>Bill the appropriate CPT code with the applicable HO or HN modifier in the first field, and the GT telehealth modifier in the second field. Claims submitted on an 837p or CMS-1500 form should also include place of service 02.</p>
<p>Is Magellan allowing delivery of ABA services via telephone?</p>	<p>We strongly suggest that you use a HIPAA-compliant 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 a non-HIPAA compliant telehealth platform or the telephone.</p> <p>If you use a non-HIPAA-compliant platform or the telephone due to the crisis situation or member access issues, bill the appropriate CPT code with the HO modifier in the first field and the GQ telehealth modifier in the second field.</p> <p>Claims submitted on an 837p or CMS-1500 form should also include place of service 02.</p> <p><i>Note: Public-facing sites such as Facebook Live and Twitch should NEVER be used for telehealth.</i></p>
<p>Are ABA providers allowed to use the hours approved in a current authorization for telehealth?</p>	<p>During this crisis, you may conduct covered ABA services (that you are contracted to provide) via telehealth, even if you are not currently in Magellan’s telehealth network.</p>
<p>Do I need to submit a request or forms for the services utilizing telehealth for each client?</p>	<p>You must continue to submit necessary documentation to receive an authorization, similar to what you were doing pre-COVID-19. However, what you have on your current authorization can be utilized via telehealth services.</p>

<p>How can we increase our requested hours for parent training due to this crisis and use them as telehealth visits?</p>	<p>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.</p>
<p>During this crisis, what is Magellan’s current position/process pertaining to ABA services?</p>	<p>Magellan will approve telehealth ABA services until further notice, due to the COVID-19 outbreak (see answer to the first ABA question above for specific coverage and coding information). If you need additional hours, 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>I have additional questions pertaining to ABA.</p>	<p>For ABA-specific questions, contact Yagnesh Vadgama at YJVadgama@MagellanHealth.com.</p>

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