

Magellan Telehealth 101

DELIVER YOUR PROFESSIONAL
SERVICES VIRTUALLY

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Magellan
HEALTHCARE®

In this overview, you'll learn about...

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How telehealth is defined

2

Benefits of offering telehealth—for you and for your clients

3

How to get started with telehealth as a Magellan provider

4

Billing telehealth sessions



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Telehealth defined

» **Telehealth is a method of delivering behavioral health services** using interactive telecommunications when the member and the behavioral health provider are not in the same physical location.

» Telehealth is the combination of audio and live, interactive video, or can be live audio-only, as permitted by Magellan.

*Magellan allows **some** services to be furnished as audio-only when the member does not have access to two-way audio-visual communication technology or did not consent to its use.*

» The Magellan member must have a covered mental health benefit that permits telehealth in order for providers to receive payment for telehealth services.

Providers benefit from offering care via telehealth



Benefits of telehealth



Convenient

Deliver behavioral health services from your home, office or when traveling



Simple

Use your private computer with a camera and high-speed internet



Opportunity for extra income

Offer additional and/or non-standard appointment hours



Open access to more patients

Treat members who live in rural areas or with mobility issues



Secure and private

HIPAA-compliant platform



Reduce no-shows/cancellations

No member travel time required

Members appreciate the convenience of telehealth

Telehealth allows members to use a private device with a camera and high-speed internet to access outpatient mental health services.

- ✓ **Eliminates the need to travel to a clinician's office.**
- ✓ **Reduces the amount of time a member must wait for an appointment.**
- ✓ **Gives members with busy schedules or eldercare/childcare issues more flexibility.**



In one provider's words

“

Although I was initially resistant to using telehealth, I am happy to say that I was wrong. I think having the option available for clients will benefit them and us in the long run. I am appreciative that we can maintain accessibility for our clients and new members who need services.

”



1 Choose a HIPAA-compliant telehealth platform that works best for you and your clients.

- Telehealth platforms can vary in pricing.
- Magellan does not endorse a particular platform.

2 Ensure your telehealth practice complies with current telehealth clinical practice guidelines.

View a list of resources on our Telehealth webpage,
MagellanProvider.com/telehealth.



3 Complete the telehealth attestation at MagellanProvider.com/telehealth.

This will designate you as a provider with a telehealth specialty in our online *Provider Search* for members.

4 Offer the same services via telehealth that you currently conduct in person.

- You must be contracted with Magellan to provide those services.
- The services must be covered under the member's benefit plan.



5 If you are already in-network with Magellan, you don't need to become credentialed for telehealth or make any changes to your provider contract.

You're good-to-go after submitting your telehealth attestation!

Services conducted via telehealth sessions are paid at your contracted rates for covered services.



Reminders

Check member benefits for telehealth sessions, as coverage can vary.

Just as with in-person services, members' cost shares apply to telehealth services.

Find information about telehealth **payable services**,
billing instructions, FAQs and more at
MagellanProvider.com/telehealth.



Billing telehealth sessions

Bill for telehealth sessions with a telehealth modifier (this can vary by benefit plan).

Include place of service code:

- 02 (If the member is at a location other than their home)
- 10 (If the member is at home).

Organizational providers billing professional services: bill the license-level modifier in the first modifier field *and* telehealth or audio-only modifier in the second modifier field.

Visit MagellanProvider.com/telehealth for additional telehealth billing information.



Questions?

Visit www.MagellanProvider.com/telehealth

Find telehealth resources such as **payable services, billing instructions, FAQs** and our **attestation**.

Contact your Magellan network field representative or the national Provider Services Line at 1-800-788-4005 to learn more.

The information contained in this presentation is intended for educational purposes only and should not be considered legal advice. Recipients are encouraged to obtain legal guidance from their own legal advisors.