

Magellan Healthcare Telehealth

Expanding services to meet our clients' needs

Magellan continues to respond to state, federal and client mandates and requests concerning the novel coronavirus (COVID-19). Our Employee Assistance Program (EAP) services are more important now than ever, and continuity of care is paramount as people deal with uncertainty and anxiety about the outbreak.

Telehealth

Magellan behavioral health providers are standing by, asking how they can help during the COVID-19 outbreak. We want to give them as many options as possible to serve your employees, and given CMS Medicare and HHS OCR guidance released yesterday* we are implementing the following across all lines of business:

- Permitting all credentialed and contracted providers to conduct telehealth video sessions for all routine EAP services, regardless of their telehealth video certification with us
- Assessing the feasibility of offering our Zoom platform to EAP providers who do not have other Telehealth video capabilities
- Permitting EAP providers to use Skype, FaceTime and other platforms to conduct telehealth video sessions
- Allowing EAP providers to conduct telephone-only (no video) sessions if it is impossible for an employee to do a face-to-face telehealth video session

We will continue to encourage EAP providers to conduct full, HIPAA-compliant telehealth sessions as often as possible. We are covering the alternative approaches to ensure your employees get the care they need, when they need it. In addition, we will monitor all network providers to ensure compliance and service delivery.

Thank you for partnering with and trusting in Magellan Healthcare.

***CMS Medicare:** *President Trump Expands Telehealth Benefits for Medicare Beneficiaries During COVID-19 Outbreak. Press release and associated fact sheets and FAQs. Released and retrieved from CMS.gov 3/17/20, 6:57 p.m. EDT.*

HHS OCR: *Notification of Enforcement Discretion for telehealth remote communications during the COVID-19 nationwide public health emergency. Released and retrieved from HHS.gov 3/17/20, 6:54 p.m. EDT.*