



Provider Notice

Survey request is due March 16 and COVID-19 information

Coronavirus disease (COVID-19) is a respiratory illness that spreads between people. COVID-19 is a new virus strain, and the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC) are in the process of learning more about this disease. However, there is much unknown about COVID-19 and this can create uncertainty, nervousness and fear.

It is critically important that we remain calm and look to the experts for the most current information to share with our communities to include stakeholders, providers, members and our employees. We should remember to practice good hygiene and to avoid public places if you have symptoms of a cold or the flu. In addition, we should take proactive steps with regard to precautionary staffing solutions (i.e. work at home, limit travel, etc.) and to review our emergency preparedness plans.

To assist us in the event it is necessary to implement Magellan's emergency preparedness plan, we are asking each provider to respond to this [brief three-question survey](#) **no later than this Monday, March 16**. A future communication will be shared should there be additional steps/requirements necessary.

For members, this can be an extremely challenging time to process all of this information through the news media and through discussions with family, friends and colleagues. We are asking that you review the suggestions below to assist the members, and as always, please provide Magellan's Member Services phone numbers for 24/7 coordination of care.

- Pennsylvania Department of Health (PA DOH) created a helpful infographic in [English](#) and [Spanish](#). Please make copies available in your waiting area, and post the infographics in highly visible areas around your office to include the restrooms.
- The [Magellan Behavioral Health of Pennsylvania website](#) has a short announcement posted to our homepage. Please consider a similar message for your website.
- Magellan's Member Services:
 - Bucks County: 1-877-769-9784
 - Cambria County: 1-800-424-0485
 - Delaware County: 1-888-207-2911
 - Lehigh County: 1-866-238-2311

- Montgomery County: 1-877-769-9782
- Northampton County: 1-866-238-2312

For the most current information available from the WHO, CDC and PA DOH, please visit their websites often as updates are being made multiple times a day.

- [World Health Organization \(WHO\)](#)
- [Centers for Disease Control and Prevention \(CDC\)](#)
- [Pennsylvania Department of Health \(PA DOH\)](#)

Stay safe and let's continue to share best practices during this challenging time. Take care.

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