

Provider Notice



Magellan's Team is Here for You

At Magellan Behavioral Health of Pennsylvania, Inc. (Magellan), we believe the mental health and emotional well-being of first responders and healthcare workers is critical to our communities.

In April, Magellan Healthcare opened a 24-hour toll-free crisis line to address the mental health and emotional well-being concerns of our nation's first responders and healthcare workers. We encourage you to share this phone number with family, friends and colleagues.

- **Call 1-800-327-7451 (TTY 711) to speak with a certified, licensed mental health clinician**

We also wanted to take this opportunity, along with our county partners, to thank all of the providers for your diligence in working to support our Members during this unprecedented time as we confront the challenges associated with COVID-19.

We want to remind you that Magellan is here for you as well. All of our departments are available to offer technical assistance when you need it and our COVID-19 provider announcements can be found [here](#). If you have any questions related to COVID-19, please email us at PACOV1D19@MagellanHealth.com.

Here are a few messages from our Magellan team:

Magellan's Clinical Department

- We're supporting creative ideas, emerging best practices and have a shared commitment to provide the needed behavioral health services.
- Our Magellan Care Managers continue to partner with providers, to hear about challenges and find solutions together.

Magellan's Quality Improvement Department

- We are available for provider questions on adverse incident reporting.
- We will communicate with you regarding Treatment Record Review completion, action plan implementation, and follow up.

Magellan's Compliance Department

- Compliance Alerts continue to be e-mailed to providers on a monthly basis and are available on our website [here](#).
- Magellan continues to support the use of Telehealth, and maintains Telehealth Guidance and FAQs on our website. We are monitoring the situation closely as OMHSAS considers expanding the current regulations on Telehealth.

Magellan's Network and System Transformation Departments

- We will continue to ensure that credentialing and MA enrollment are up to date.
- We are available to assist with claims denials and can offer support in payment issues or delays.
- We plan to offer a webinar-based Provider Town Hall in September, to relay necessary information.
- As recently announced, Magellan will continue to offer APA payments through September. Please continue to submit all of your service level detail, as this claims information is vitally important to justify the payments and our ability to track the actual service that is being rendered.
- Continue to contact us regarding any changes to your access, capacity or office availability.
- We are available to answer questions related to Value Based Purchasing performance, scorecards, and incentives.
- 02 POS is required on all claims when a state recognized platform of Telehealth is used.

Magellan's Recovery and Resiliency Department

- We are available for Peer Support Service provider touch base meetings.
- We routinely facilitate CPS/CRS Discussion Forums, offering virtual support for peer providers.

www.MagellanProvider.com

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This email was sent by Magellan Behavioral Health of Pennsylvania, Inc.

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