

# Telehealth Frequently Asked Questions

Question	Answer
<p>What is telehealth?</p>	<p>Magellan defines telehealth as 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. Telecommunications <b>must</b> be the combination of audio and live, interactive video; or can be live audio-only, as permitted by Magellan.</p> <p>Telehealth services must be a covered benefit under the member’s benefit plan to be reimbursed.</p>
<p>What are the benefits of providing service via telehealth?</p>	<p>Through telehealth, you can have real-time, two-way communication via secure online virtual sessions. You can treat members at a place and time that fits best into your schedule – and theirs.</p> <ul style="list-style-type: none"> <li>• Convenient – deliver behavioral health services from your home, office or when traveling</li> <li>• Simple – connect with members using your private computer with a camera and high-speed internet</li> <li>• Secure and private – use a HIPAA-compliant platform</li> <li>• Opportunity for extra income – offer additional and/or non-standard appointment hours</li> <li>• Opens access to more members – such as those who live in rural areas or with mobility issues.</li> </ul>
<p>I am already a Magellan provider. How can I add telehealth to my practice?</p>	<p>You’ll simply need to complete Magellan’s online telehealth attestation at <a href="http://www.MagellanProvider.com/telehealth">www.MagellanProvider.com/telehealth</a>.</p>
<p>I am not a Magellan provider, but would like to join and provide telehealth services. How can I enroll?</p>	<p>In order to begin the application process, visit our website at <a href="http://www.MagellanProvider.com">www.MagellanProvider.com</a>, and click on “Join The Network.”</p>
<p>What equipment is required to provide telehealth?</p>	<p>You will need a broadband internet connection and a device with a microphone and a built-in or external web camera. And you must use a HIPAA-compliant telehealth software/platform.</p>

What types of services can be delivered via telehealth?	The same services that are provided in an in-person session can be offered via telehealth. Note that telehealth services must be a covered benefit under the member's benefit plan to be reimbursed.
Is telehealth available for EAP services?	Many of Magellan's EAP clients offer telehealth benefits to their employees. You should always check to see if telehealth is a covered benefit for members before offering the service. When billing, please document on the EASI form which sessions were administered via telehealth. If you plan to serve as a telehealth provider and currently use a HIPAA-compliant platform, complete a telehealth attestation at <a href="http://www.MagellanProvider.com/telehealth">www.MagellanProvider.com/telehealth</a> .
Can I prescribe medication using telehealth?	Yes, subject to state and federal guidelines.
Are there different rates for delivering services via telehealth?	Your contracted rates remain the same for services delivered via telehealth and in person. For telehealth, you must submit your claim with a telehealth modifier added.  Telehealth services must be a covered benefit under the member's benefit plan to be reimbursed.
How are claims and billing handled?	As a Magellan provider, you will continue to verify benefits and eligibility, as well as submit claims, exactly as you do now. Note: You must submit claims with a telehealth modifier to signify telehealth services. Claims submitted on an 837P transaction or CMS 1500 form must include the appropriate telehealth place of service code "02" or "10."  Telehealth services must be a covered benefit under the member's benefit plan to be reimbursed.
Are there specific guidelines, including allowable license types, to follow for telehealth?	Always consult state/federal laws prior to servicing a member via telehealth. You can find current guidelines online. One recommended resource is the American Telemedicine Association: Policy Resource Center <a href="https://www.americantelemed.org/policy">https://www.americantelemed.org/policy</a> .
How do I know if my telehealth software/platform is HIPAA compliant?	Your software/platform vendor is required to have a Business Associate Agreement (BAA). To remain HIPAA compliant and protect a member's PHI, this BAA must outline methods used by the vendor to ensure the protection of the data and provisions for regular auditing of the data's security.  At present, commonly used social video tools such as

	Skype™ and FaceTime® are not considered secure, HIPAA compliant technology.
How are telehealth appointments scheduled?	The process is the same as in person. The member will schedule their telehealth session by contacting the provider.
How can I learn more about telehealth?	Visit Magellan’s telehealth page at <a href="http://www.MagellanProvider.com/telehealth">www. MagellanProvider.com/telehealth</a> for links to helpful resources.