

Provider Notice

As our communities continue to experience the increased impact of COVID-19, ensuring our members have access to needed Behavioral Health and Substance Use Services during this time is of the utmost importance to Magellan of Virginia, and we appreciate the diligence our providers have shown to make sure this is happening. To support this, Magellan of Virginia offers free smartphones, minutes and data to Virginia Medicaid members age 18 and over through the SafeLink Wireless program. Providers are strongly encouraged to link members who do not have access to a cell phone to this resource. For information regarding this program, please see the [SafeLink Wireless Program Flyer](#) and the below questions and answers.

For more information about providing services telephonically or through telehealth during this crisis, please refer to The Department of Medical Assistance Services [COVID-19 Emergency Waiver](#) page.

Questions and answers about SafeLink

What is the goal of the program?

The goal is to make it easier for members to get care, while helping to improve the quality of care.

How does a member enroll in the program?

There are three ways a member can enroll:

- Visit www.safelinkwireless.com to apply online (this is the fastest way to enroll).
 - Use member ID to get all the special benefits.
- Fill out the paper [application](#) and mail it back.
- Call SafeLink Wireless at 1-877-631-2550.

Give them the Medicaid member ID to get all the special benefits.

What does the program include?

- Free smartphone
- Free phone services from SafeLink Wireless
 - 350 monthly calling minutes
 - Free calls to Magellan of Virginia member services: 1-800-424-4046
 - Free calls to 911 emergency
 - Unlimited text messages
 - 3GB of data
 - **In response to the COVID-19 state of emergency, they are offering:**
 - 8 GB of data for the month of April
 - Unlimited minutes for the months of April and May
- Voicemail, caller ID and call waiting
- Free technical support

Who qualifies for the program?

1— In Virginia, Magellan contracts as Magellan Healthcare, Inc., f/k/a Magellan Behavioral Health, Inc., which is a subsidiary of Magellan Health, Inc.

- Virginia Medicaid-eligible adults age 18 and older
- Magellan of Virginia members. One member per household.

Whose property is the phone?

The phone belongs to the member.

Does the member ever have to return the phone?

The phone does not need to be returned to Magellan of Virginia or SafeLink Wireless, even if the member is no longer part of Medicaid.

Can a member transfer this program benefit to another member?

The program benefit cannot be switched to another person.

What text messaging programs will the member agree to participate in when signing up?

Members agree to get text message services about:

- Health and wellness tips
- Reminders for appointments and wellness screenings

Can members opt out of text messaging programs?

Members can opt out of a text messaging program at any time.

What if the phone does not work?

SafeLink Wireless will replace phones that do not work. A phone might not be replaced if it shows signs that it has not been taken care of.

What should a member do if the phone is lost or stolen?

Report it to SafeLink Wireless within 48 hours by calling 1-877-631-2550.

Will a lost or stolen phone be replaced?

A lost or stolen phone will be replaced once every twelve months.

What changes should members report to SafeLink Wireless while participating?

- A change of mailing address within 30 days
- A change of email address within 30 days
- A lost or stolen phone within 48 hours

For questions regarding SafeLink, please visit [SafeLink Wireless](#) for more information or call 1-877-631-2550. If you have any additional questions, please call Magellan of Virginia at 1-800-424-4046 or use the [Contact Us](#) page on www.magellanofvirginia.com.