



Provider Notice

Magellan of Virginia continues to operate without interruption during our state of emergency regarding the coronavirus (COVID-19).

We have been closely monitoring state and federal direction on best practices and will continue to communicate relevant updates. Magellan and the Department of Medical Assistance Services (DMAS) are working together to create and communicate next steps to providers during this unprecedented time. Serving our members is our top priority.

Magellan and DMAS are meeting regularly to develop guidance for providers that addresses member needs, provider needs, and incorporates flexible, creative, and innovative ways to serve our members under the current direction provided by public health authorities. We will notify providers as soon as possible through email communications and updates on the provider communications page of the Magellan of Virginia website. Please monitor our website daily as this is the quickest way for us to release current information.

As the CDC has advised, all providers should use their best professional judgment when required to attend to a client. The most up to date information, including guidance for clinicians and those staffing individuals' homes can be found on the [CDC](#) and [Virginia Department of Health website](#).

The U.S. Department of Health and Human Services has also issued a "Notification of Enforcement Discretion for telehealth remote communications during the COVID-19 nationwide public health emergency." Under this Notice, covered healthcare providers may use popular applications that allow for video chats, including Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, or Skype, to provide telehealth without risk that OCR might seek to impose a penalty for noncompliance with the HIPAA Rules related to the good faith provision of telehealth during the COVID-19 nationwide public health emergency. For more information please visit: <https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>

Additionally, SAMSHA has information on disaster planning for behavioral health treatment providers, including Opioid treatment providers. This information is attached for ease of access and can be found on the SAMSHA website: <https://store.samhsa.gov/system/files/sma13-4779.pdf>. Guidance from the SAMSHA Department of Pharmacologic Therapies regarding Opioid Treatment Programs can be found on the SAMSHA website "NEW: [COVID-19 Guidance for Opioid Treatment Programs](#)."

We thank you for your patience with the process and anticipate more specific guidance to be available this week.

Please note the following:

- Visit www.magellanofvirginia.com frequently for COVID-19 updates specific to Virginia.
- Magellan’s corporate site has developed a dedicated COVID-19 response webpage. Visit <https://www.magellanhealthcare.com/magellan-healthcare-covid-19-response/> to access this information.
- We encourage providers to be familiar with your organization’s current plans. Review your business continuity and emergency preparedness plans. Update them with any new procedures and protocols related to COVID-19.
- We encourage all organizations and providers to review and operationalize the DMAS telemedicine guideline documents for behavioral health and Addiction and Recovery Treatment Services (ARTS).

Thank you for all you do in supporting Virginia Medicaid members. Please contact us at 1-800-424-4046 with any questions or concerns.