

Provider Notice

Magellan of Virginia understands that there may be situations where a member is unable to discharge from the following levels of care related to COVID-19: Psychiatric Residential Treatment Facility (PRTF), Therapeutic Group Home (TGH), Early and Periodic Screening, Diagnosis and Treatment (EPSDT) PRTF or TGH, Addiction and Recovery Treatment Services (ARTS) Residential Levels 3.1-4.0, or Inpatient Psychiatric. Providers who are requesting service authorization for members who are unable to discharge due to barriers related to COVID-19, are asked to answer the following questions when requesting an authorization. Please submit an additional page with the information when submitting the request online or be prepared to answer the questions during phone reviews.

1. What are the barriers to discharge related to COVID-19?
2. Please describe attempts to overcome these barriers since the last Service Request Authorization was submitted.
3. What are the restrictions and/or limitations for step-down to the identified discharge disposition?
4. What aftercare services are available in their community during this pandemic?
5. What agencies has this individual been referred to?
6. How will the treatment plan and goals be adjusted to sustain current progress and prevent regression?

Answering all these questions when requesting authorization will expedite the review process. The answers to these questions are required each time you are requesting continued stay for a member who has not discharged due to barriers related to COVID-19.

If you have any questions, please call 1-800-424-4046 or utilize the [Contact Us](#) page on www.magellanofvirginia.com.