



Provider Bulletin

These bulletins are how we communicate procedures, reminders and other information to our valued Magellan Complete Care providers. Please take the time to read the information and share with your colleagues and staff. You can also find this information on MCCofFL.com.

Medicaid Telemedicine Guidance for Medical and Behavioral Health Providers

Magellan Complete Care of Florida is committed to ensuring our members have access to care during the novel coronavirus (COVID-19) state of emergency. As our partners in health, we acknowledge the importance of sharing guidance with you as it becomes available. We will be following all guidance released by the Agency for Health Care Administration regarding the expanded use of telemedicine.

In an effort to promote social distancing within our communities and provide patients with adequate care during this period, this will require a great deal of triage. We recommend using telehealth services whenever possible as an alternative method to member care.

More information regarding the Magellan Complete Care telehealth program, can be found at: <https://www.magellanprovider.com/education/telehealth.aspx>.

As additional information is released, we will communicate as appropriate.

Florida Medicaid Health Care Alerts

3/18/20 - Medicaid Telemedicine Guidance for Medical and Behavioral Health Providers

[https://ahca.myflorida.com/Medicaid/pdffiles/provider_alerts/2020_03/Medicaid Telemedicine Guidance 20200318.pdf](https://ahca.myflorida.com/Medicaid/pdffiles/provider_alerts/2020_03/Medicaid_Telemedicine_Guidance_20200318.pdf)

3/18/20 Telemedicine Guidance for Behavior Analysis

[https://ahca.myflorida.com/Medicaid/pdffiles/provider_alerts/2020_03/Telemedicine Guidance Behavior Analysis Services 20200318.pdf](https://ahca.myflorida.com/Medicaid/pdffiles/provider_alerts/2020_03/Telemedicine_Guidance_Behavior_Analysis_Services_20200318.pdf)

3/20/20 Telemedicine Guidance for Therapy Services and Early Intervention Services

[https://ahca.myflorida.com/Medicaid/pdffiles/provider_alerts/2020_03/Telemedicine Guidance Therapy Services-EIS 20200320.pdf](https://ahca.myflorida.com/Medicaid/pdffiles/provider_alerts/2020_03/Telemedicine_Guidance_Therapy_Services-EIS_20200320.pdf)

If you have any questions, please call us at 1-800-327-8613.