

# 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 [MagellanCompleteCareofFL.com](http://MagellanCompleteCareofFL.com).

## Telehealth services reminder

Magellan Complete Care of Florida supports telehealth services for behavioral health and/or medical services. Below is specific guidance for our in-network providers who meet the telehealth standards to ensure your practice is ready to leverage this critical delivery model.

In order to bill Magellan Complete Care of Florida for services rendered via telehealth, there are a few critical billing practices that **MUST** be included on the claim in order to avoid any delays or denials:

- **A Magellan Telemedicine Services Provider Attestation form must be submitted to attest that you are compliant with all requirements and are able to provide telehealth services. Effective 1/1/2020, claims submitted for telemedicine services without a completed Magellan Telemedicine Service Provider Attestation form will be denied.**

**Please Note:** The Magellan Telemedicine Service Provider Attestation form can be found on our website at [MCCofFL.com](http://MCCofFL.com). Once you are on the For Providers tab, you can find the form on the Provider bulletin page under the Materials and Tools drop down menu.

- **Group and organization providers must complete a roster for the direct services staff who provides telemedicine services.**
- **The Place of Service (POS) Code 02 must be included when submitting a claim for services delivered via telehealth.**
- **A Modifier – GT is required on the claim to identify that it is a telehealth service.**
- **A CPT code Q3014 –must be inserted to enter the originating site facility fee.**

**Please Note:** The **originating site** is the location of the member at the time the service is being provided. Originating sites may be physician offices, hospitals, rural health clinics, federally qualified health centers, critical access hospitals, skilled nursing facilities, and community mental health centers.

## Getting started

- **Are you already providing telehealth today using a HIPAA-compliant telehealth platform?** Simply complete and submit Magellan’s online Telemedicine Service Provider Attestation form which can be found here: <https://www.magellancompletecareoffl.com/media/4499/mccfl-pf-0001-19-telehealth-attestation-2019.pdf>
- **Need more information?** If you are interested, but currently aren’t providing telehealth services or aren’t sure if you have a HIPAA-compliant telehealth platform, visit our *Telehealth* webpage under the *Education* menu on our provider website, <https://www.magellanprovider.com/education/telehealth.aspx>
- **Have additional questions not answered on our website?** Contact your Magellan network field representative
- **Please visit the Magellan Complete Care of Florida website for the detailed policy and procedure to fully understand our practice guidelines and standards for rendering telehealth services. There is important information and expectations that rendering providers will be expected to adhere to.**

To comply with state guidelines for telehealth delivery, Magellan Complete Care requires the following standards which includes but is not limited to:

- (1) Telemedicine services provided under Florida Medicaid must be performed by licensed practitioners within their scope of practice and be a Florida resident per AHCA requirement and telemedicine service providers MUST complete the Magellan Telemedicine Services Provider Attestation form prior to rendering telemedicine/telehealth services.
- (2) Telemedicine services must involve the use of interactive telecommunications equipment which includes, at a minimum, audio and video equipment permitting two-way, real time, communication between the enrollee and the practitioner; and
- (3) Telephone conversations, chart review, electronic mail messages, or facsimile transmissions are not considered telemedicine.
  - a. When providing services through telemedicine the provider will ensure:
    - (1) The telecommunication equipment and telemedicine operations meet the technical safeguards required by 45 CFR 164.312, where applicable;
    - (2) Magellan’s providers using telemedicine comply with HIPAA and other state and federal laws pertaining to patient privacy;
    - (3) Providers shall access the Magellan telehealth training via the Magellan provider website <https://www.magellanprovider.com/education/telehealth.aspx> to ensure full understanding of telehealth services, best practices and practice standards

- b. When telemedicine services are provided, provider shall ensure that the enrollee's medical/case record includes documentation, as applicable. Magellan will review medical records to ensure this standard is met.
- c. Medicaid does not reimburse for the costs or fees of any of the equipment necessary to provide services through telemedicine, including telecommunication equipment and services.
- d. Provider shall ensure the enrollee has a choice of whether to access services through a face-to-face or telemedicine encounter.

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