

Telehealth: Get mental health treatment wherever you are

The novel coronavirus (COVID-19) pandemic can be stressful for some people. It's normal to feel strong emotions such as fear and anxiety, especially if you are already being treated for a behavioral health condition. You can still meet with a behavioral health provider during this time of uncertainty, social distancing and isolation. You don't have to go through it alone.

In conjunction with your health plan, Magellan Healthcare is covering telehealth visits with providers in our behavioral health network. You may want to try telehealth if:

- Your provider's office is closed
- You're not comfortable leaving your residence to go to your appointment
- You don't want to be in a provider's office or facility for your treatment

Then again, you might be worried about having a session over video or the phone.* It can be just like an in-person appointment, depending on your needs. Most providers are conducting telehealth visits on secure platforms that meet government standards. It's just like talking to your friend on FaceTime or Skype, whether you do it from a smartphone, tablet or computer with a webcam. You can meet with a provider via telehealth for routine outpatient services such as:

- Therapy
- Counseling
- Medication management
- Substance use treatment

See below for telehealth information about intensive outpatient programs (IOP) and partial hospitalization programs (PHP), and call your health plan to ask about telehealth for ABA services.

How to get behavioral health services without leaving your residence

If you have a relationship with a behavioral health provider in Magellan's network

1. Contact them and ask them if you may schedule a telehealth appointment.
2. If they agree, ask them how you will meet:
 - If they have an existing telehealth video platform, make sure you have a computer or phone with a camera.
 - If they don't have an existing telehealth video platform, you can use FaceTime or Skype to connect, as long as both of you have a computer or phone with a camera.
 - If one of you doesn't have any video capability, you can conduct your session over the phone.*

**Check with your health plan to make sure over-the-phone visits (audio-only; no video) are allowed. Some health plans are not able to approve audio-only visits due to state regulations.*

3. Once you confirm how you and your provider will meet through telehealth, schedule your session and make sure you get any links, phone numbers and other information needed for your session.

If you don't have a relationship with a behavioral health provider in Magellan's network

1. Look for a telehealth provider in your health plan's online provider directory. If the directory doesn't identify which providers offer telehealth, search for one whose office is located near your home or office. (That will make it easier for you to continue with face-to-face appointments when things get back to normal.)
2. Contact the provider and ask them if you may schedule a telehealth visit. Then follow steps 2-3 above.

Things to keep in mind

Telehealth and phone appointments are at the discretion of each provider. If your provider is unable to conduct a remote appointment, ask them if they know a telehealth provider in Magellan's behavioral health network, or search for a different provider in your online provider directory.

Magellan behavioral health providers must practice within their license and specialty. Please do not ask them about unrelated physical health issues or COVID-19. If you are looking for information about the pandemic, visit magellanhealthcare.com/COVID-19.

If you're comfortable doing so, you can ask your behavioral health provider to contact your primary care provider (PCP) about your treatment.

IOP and PHP services

If you are in an IOP or PHP, your provider(s) will determine the effectiveness of telehealth video/phone-only program sessions. If they can replicate their entire IOP or PHP program through a compliant telehealth video platform, and deliver those services at the same frequency and intensity as in-person treatment, they will be able to offer you telehealth services and continue your program. If not, they may conduct one-on-one outpatient sessions with you.

If you have any questions, please call your health plan or the behavioral health telephone number on your member ID card.

For more information about COVID-19, visit MagellanHealthcare.com/COVID-19.

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