

March 16, 2020

Coronavirus information for Magellan behavioral health network providers

As the novel coronavirus (COVID-19) outbreak evolves, Magellan Healthcare is here to support our behavioral health network providers. We are pleased to report that we continue to expect no disruption in business operations.

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What we're doing

- Magellan's enterprise preparedness management team is closely monitoring information from the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), the individual state departments of health, and other experts.
- We have reviewed our pandemic plan and business continuity plans in light of this unique situation, and we are executing the necessary pieces to ensure operations continue without disruption.
- Our employees are paramount to the service we provide. We are working hard to ensure their health, safety and well-being by:
 - Cancelling internal in-person meetings, and conducting client meetings remotely if possible
 - Deep-cleaning our offices
 - Enabling staff to work from home where appropriate
 - Advising staff to take personal precautions as suggested by the CDC (handwashing, social distancing, etc.)
 - Providing Employee Assistance Program (EAP) support for people dealing with anxiety or other emotional issues related to the situation
- We have encouraged our EAP and behavioral health clients to remind their members that their programs may include services such as digital cognitive behavioral therapy, text messaging therapy and other programs that may be helpful for people dealing with excess stress.
- We are encouraging our members to use telehealth providers if they are not comfortable going into a public office. If you are a telehealth network provider, please advise your patients of this option for their appointments; if you are not but would like to be, visit MagellanProvider.com/telehealth.

Working with Magellan Healthcare

We are here to support you, so please keep us informed about any changes to your normal operations, such as hours, availability and location. Sign in at MagellanProvider.com and select *Display/Edit Practice Information* from the left menu. In addition:

- If a Magellan Healthcare member does not show for an appointment, please call them to make sure they are OK. If they are suffering from a respiratory illness, urge them to contact their medical provider.
- If you participate in Magellan's telehealth network, please ensure we have your most current appointment availability and contact information, and consider changing in-person appointments to virtual ones for members whose plans cover telehealth.
- If you are not a Magellan telehealth provider, visit MagellanProvider.com/telehealth for more information and to complete the required telehealth attestation.

Magellan Healthcare's coronavirus response page

To help our clients, members and providers, Magellan Healthcare created a [coronavirus response page](#) that includes:

- Information about dealing with anxiety related to the outbreak
- Links to our Crisis Communications, Mind Your Mental Health, and Health and Wellness Library pages
- Links to international, national and local information sources
- Our client, member and provider notifications

This website is accessible at MagellanHealthcare.com/COVID-19. Please feel free to refer to it and share it with your patients.

We will continue to communicate with you as more information becomes available. If you have any questions, please contact your provider relations representative.

Helpful tips to keep your office and clients safe

The CDC recommends the following steps to prepare your practices for the virus spread:

- **Stay informed.** Know where to turn for reliable, current information in your area. Monitor the CDC COVID-19 website and your state and local health department websites for the latest information.
- **Develop, or review, your office/facility emergency plan.** An outbreak could lead to staff absenteeism. Prepare alternative staffing plans to ensure as many of your staff are as available as possible.
- **Establish relationships with local healthcare and public health partners.** Make sure you know about healthcare and public health emergency planning and response activities in your community: plans to manage patients, accept transfers, and share supplies. Review any agreements you may have with partners to provide support or assistance during emergencies.
- **Create an emergency contact list.** Develop and continuously update emergency contact lists for key partners, and ensure the lists are accessible in important locations in your office/facility. Know how to reach your local or state health department in an emergency.

- **Communicate.** Share information with your entire staff and make sure they are aware of your emergency plans. Talk to your patients about any changes to your policies regarding appointments, telehealth, etc. Use your practice's website or social media pages to share updates.
- **Conduct an inventory of available personal protective equipment (PPE).** Consider conducting an inventory of available PPE supplies. Explore strategies to optimize PPE supplies.

Protect yourself, your workforce and your patients:

- **Check patients and visitors for symptoms of acute respiratory illness (e.g., fever, cough, difficulty breathing) before entering your office.** Keep current on the recommendations for preventing spread of COVID-19 on [CDC's website](#).
- **Ensure proper use of personal protection equipment (PPE).** Personnel who come in close contact with confirmed or possible patients with COVID-19 [should wear](#) the appropriate [personal protective equipment](#).
- **Encourage sick employees to stay home.** Personnel who develop respiratory symptoms (e.g., cough, shortness of breath) should not to report to work. Ensure that your sick leave policies are flexible and consistent with public health guidance and that employees are aware of these policies.
- **Stay up-to-date** on the best ways to [manage patients with COVID-19](#).
- **Separate patients with respiratory symptoms so they are not waiting among other patients seeking care.** Identify a separate, well-ventilated space that allows waiting patients and visitors to be separated.
- **Consider strategies to prevent patients who can be cared for at home from coming to your facility:**
 - Deliver on-hold messages to incoming callers about when to seek medical care at your facility, when to seek emergency care, and where to go for information about caring for a person with COVID at home.
 - Adjust your hours of operation to include telephone triage and follow-up of patients during a community outbreak.
 - Leverage telemedicine technologies and self-assessment tools.