

# Magellan Healthcare Physical Medicine Management and Telehealth\*

This message is intended as a general description of telehealth services available from Magellan. It is not a description of services for any particular health plan and does not alter or amend your contract with Magellan.

## Expansion of telehealth services during COVID-19

In response to the novel coronavirus (COVID-19), many states have temporarily expanded telehealth services to include Physical Therapy (PT), Occupational Therapy (OT), Speech Therapy (ST) and chiropractic services for Medicaid members. In addition, in order to empower providers to serve patients wherever they may be during this national public health emergency, the U.S. Department of Health and Human Services announced it will not impose penalties against providers for noncompliance with HIPAA rules in connection with the good faith provision of telehealth services when using certain types of non-public facing video platforms (e.g., Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, Skype). While Magellan Healthcare's telehealth policy defines requirements for audiovisual capabilities, we support these temporary modifications and offer the following guidance.\*\*

### Delivery of services

- Magellan supports the use of telehealth for PT, OT, ST and chiropractic where covered by the health plan and approved by the health plan sponsor.
- Telehealth services are generally used in concert with face-to-face services as part of a broader episode of care. Given the limited ability to provide face-to-face adjunct care during this time, providers should consider the appropriate frequency and duration of services necessary for clinically meaningful patient outcomes.
- Providers should use their professional judgement to identify patients who are appropriate for telehealth services. Patient selection criteria, consent, session delivery method and treatment details should be clearly documented in the patient record.
- Health plans may require prior authorization and utilization management for telehealth services to ensure medical necessity, which is supported by Magellan.\*\*
- Members covered by commercial plans are subject to individual health plan rules and adoption of this expansion.

## Telehealth billing

- Medicare expansion of telehealth to PT, OT, ST and chiropractic providers allows patient-initiated e-visits only, which must be billed using codes G2061, G2062 and G2063.
- Providers are not required to use specific CPT codes for therapy or chiropractic telehealth services. An existing CPT code that best fits the services rendered (e.g., evaluation codes, therapeutic exercise, etc.) should be used.
- Where the full scope of telehealth services is permitted (select Medicaid and Commercial plans), services should be billed using place of service 02 and modifier 95.

Thank you for your collaboration with Magellan Healthcare. We will notify you of any additional guidance and/or changes if they become necessary.

\*Services managed by National Imaging Associates

\*\*Health plans and providers must adhere to state-specific requirements.