MHN is doing everything possible to meet the needs of our members during the Covid-19 crisis. We want to ensure that our members continue to receive care, while enabling ABA providers to follow appropriate social distancing protocols. As a result, we are temporarily allowing our ABA providers who obtain a telehealth attestation from MHN Provider Relations to deliver services to members and their families via telehealth. This includes members with existing authorizations as well as members who have not yet begun services. This is a temporary measure only, as we feel that 1:1 services are most clinically effective when delivered face-to-face. This direction includes services across all contracted CPT and H-codes. Please see below for further instructions.

1. The ABA provider must contact MHN Professional Relations team to request an attestation before ABA telehealth services can be delivered. As a reminder, all ABA services must be prior authorized. If you have an existing prior authorization for face-to-face ABA services you may begin providing ABA via telehealth when you have an active attestation on file with MHN Provider Relations. No change in your authorization is required for you to provide telehealth services.

2. MHN Provider Relations can be contacted at 800-647-7526 or MHN.Providerservices@healthnet.com.

3. All questions regarding CPT modifiers and H Code used for telehealth services must be directed to MHN Provider Relations, via the call center or email.

4. All ABA providers are required to follow HIPAA and other state and federal regulations in the provision of ABA via telehealth.

5. This is a limited-time measure to ensure continuity of care for members during the COVID-19 pandemic. MHN will notify providers when social distancing is no longer required, and face-to-face services must resume.

Please do not reply to this email with questions regarding ABA via a telehealth platform. Instead please contact MHN Professional Relations at 800-647-7526.

Thank you!

Kindly,

Pauline Hwang
Program Coordinator I

Pauline.Hwang@healthnet.com