

## Provider Notice

As partners in providing the best possible care for members, providers and Magellan Complete Care of Virginia (MCC of VA) must take compliance with privacy laws, such as the Health Insurance Portability and Accountability Act (HIPAA) very seriously. Unauthorized disclosures must be avoided by health plans and providers alike.

At the same time, we must all focus on delivering high quality, integrated, and well-coordinated care. To support this, HIPAA includes permissions for exchanges of information between providers and health plans for treatment purposes. Care coordination calls from our care managers, care workers, health guides and other Care Coordination or Utilization Management staff fall into this category.

Please review this statement from the United States Department of Health and Human Services:

*A major goal of the Privacy Rule is to assure that individuals' health information is properly protected while allowing the flow of health information needed to provide and promote high quality health care and to protect the public's health and well-being. The Rule strikes a balance that permits important uses of information, while protecting the privacy of people who seek care and healing. Given that the health care marketplace is diverse, the Rule is designed to be flexible and comprehensive to cover the variety of uses and disclosures that need to be addressed.*

<https://www.hhs.gov/hipaa/for-professionals/privacy/laws-regulations/index.html>

When someone in our Care Coordination department calls your office for patient information, MCC of VA representatives will:

- Clearly identify themselves as MCC of VA employees.
- Share and ask for only the minimum amount of information needed to coordinate treatment.

We also ask that provider representatives:

- Fully cooperate with the care coordination activity. Privacy laws permit information exchange for this purpose and the provider contracts signed by all in-network providers require cooperation with care coordination activities.
- Contact our call center at 1-800-424-4524 if you suspect that the caller is not truly a MCC of VA representative. Customer Service can either transfer you to the MCC of VA staff person (onsite staff) or verify the name and phone number of a MCC of VA staff member who works remotely.

Thank you for being part of the MCC of VA provider network and helping our members live healthier lives!