



SelectHealth Provider Update: COVID-19 (novel coronavirus)

May 18, 2020

We understand that many of our members and communities are concerned about the potential impacts of COVID-19 (novel coronavirus). As part of an integrated system, we are fortunate to draw upon the skills and expertise of Intermountain Healthcare as they provide guidance for our communities and other clinical partners.

Here's important updates about enhanced reimbursement for telephonic services and key Utah resources for members needing immediate care for behavioral health issues.

Reimbursement Adjustment for Telephonic Services

The Centers for Medicare and Medicaid Services (CMS) recently announced increased payment for audio-only telephone services between beneficiaries and their providers. Based on this guidance, SelectHealth will increase reimbursement for these services for members on all plans.

What codes are subject to these enhanced rates?

CPT codes **99441, 99442, and 99443** cover telephonic services. For Medicare and Medicaid, reimbursement will match established evaluation and management (E&M) codes used for in-office visits. For commercial plans, the rates have been significantly enhanced as well.

What is the time frame involved?

Following CMS guidance, SelectHealth will retroactively reimburse at these higher rates for dates of service beginning **March 1, 2020**. We will continue to review this adjustment based on state and federal guidelines and notify providers of any additional changes in advance.

Will providers need to resubmit claims for these codes?

No. SelectHealth will retroactively reprocess claims for dates of service beginning **March 1, 2020**, with these telephonic codes.

No Delays: Behavioral Health Resources Immediately Available for Your Patients

For your patients who may be needing help with emotional and mental health issues, getting help now can be vital. Through our affiliation with Intermountain Healthcare, SelectHealth members can access these important resources:

- **Emotional Relief Hotline (833) 442-2211.** This free resource is for anyone needing emotional health guidance during these uncertain times. Operated **seven days a week, from 10 am-10 pm**, callers are connected with a trained caregiver who provides appropriate self-care tools, peer support, treatment options, crisis resources, and more. Interpretation is available for Spanish and 19 other languages.

- **Behavioral Health Access Centers.** Much like going to the emergency room for an injury or other urgent need, members struggling with the challenges of depression, anxiety, substance use, suicidal thoughts, or other mental health issues can access a walk-in resource for care.

At an Access Center, members receive a medical screening exam and mental health evaluation. Patient care managers ensure that there is a solid plan going forward and a follow-up appointment typically scheduled within four to six days.

Learn more about [locations/hours](#) and [what a member can expect](#) when visiting an Access Center.

DISCLAIMER:

The information and updates contained in this communication reflect current knowledge and policy for the date indicated. Information evolves on a day-to-day basis during the COVID-19 pandemic. SelectHealth will provide updates with additional information as it becomes available from providers, state officials, federal officials, etc.