



SelectHealth Provider Update: COVID-19 (novel coronavirus)

March 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.

At SelectHealth, our current policies are designed to ensure that our members' needs are met in the most seamless and

efficient ways possible. We also utilize agile processes to address emerging and changing needs when appropriate.

Here's the highlights of what you need to know today about COVID-19 testing and treatment coverage, postponed elective surgeries/procedures and extensions for preauthorizations, prescription refills, MMS and DME policy changes, telehealth coverage, and current resources for providers and members.

Coverage for COVID-19 Testing & Treatment*

Regardless of the patient's plan, in-network testing for COVID-19 (novel coronavirus) is covered 100%.

Testing for COVID-19 is typically** covered with no member cost-sharing.

Members who believe they have been exposed to COVID-19 and have mild-to-moderate symptoms should call the COVID-19 Hotline at **844-442-5224**. A healthcare professional will screen members for COVID-19. If testing is appropriate, they will provide information on testing options and availability.

All plans provide coverage for treatment and services related to COVID-19. Specifics for each type of plan are detailed on [page three](#).

* For self-funded plans, members should verify benefits through their employer's human resources team.

** Per Utah Medicaid requirements, copays apply for all adults except pregnant women. Additionally, children and Native Americans do not have copays.

Earlier Prescription Refills (except opioids)

Through **April 30, 2020**, patients can refill prescriptions when any medication is 60% finished, **Regular copay/coinsurance is still required.** For patients on Medicare (SelectHealth Advantage), early refills are also an option at their standard copay. Patients should have their pharmacists contact SelectHealth Pharmacy Services with any questions.

Intermountain Home Delivery supports patients needing chronic medications delivered to their homes. Intermountain Specialty can deliver specialty medications. More information can be found at <https://selecthealth.org/pharmacy/home-delivery-and-specialty-pharmacy>.

Elective Surgeries/Procedures Postponed; Preauthorization Extended

Because our priority is to keep our members and staff safe during this crisis, Intermountain is postponing hospital- and ambulatory surgical center-based elective surgeries and procedures effective **Monday, March 16**.

Intermountain has taken this approach based on recommendations from the U.S. Surgeon General and the American College of Surgeons to help us reduce unnecessary exposure. This temporary measure minimizes the spread of COVID-19 and positions us to reassign our resources to support potential patient surges in the coming days and weeks due to the virus.

Intermountain will be calling all patients to let them know the status of their surgery or procedure. Some providers may also choose to follow up with their patients directly.

For procedures that need to be rescheduled as a result of current public health priorities, existing preauthorization will continue to be in effect through **December 31, 2020**. This extension requires that members are eligible and covered under an active SelectHealth plan.

MMS & DME Policy Change

Effective **March 1, 2020**, SelectHealth will temporarily change current frequency and limitations associated with certain miscellaneous medical supplies (MMS) and durable medical equipment (DME) supplies, such as enteral formula and oxygen. We are allowing more lenient time lines for refills on these supplies to accommodate members.



COVID-19 Provider Update, Continued

Temporary Expanded Telehealth Coverage

As COVID-19 continues to spread, we understand that many providers are working to see patients virtually through Intermountain Connect Care, telehealth visits, telephone, or digital consults. To meet this need, SelectHealth will add temporary coverage for digital and telephonic services. This interim coverage will be effective for dates of service beginning **March 1, 2020**.

The following provides an overview of existing telehealth coverage and the interim, temporary codes added effective **March 1, 2020**.

Existing SelectHealth Telehealth Coverage

The existing telehealth covered services are as follows (see existing policy attached for details):

- > **Current commercial/CHIP coverage** - Synchronous (live audiovisual feed) telehealth visits for evaluation and management as well as behavioral health services for all participating providers
- > **Current Medicaid coverage** - As defined by Utah State Medicaid
- > **Current Medicare coverage** - As defined by CMS

Per the current policy, existing codes will not change. Bill telehealth services using the following:

- > **For ALL plans:** Place of service 02
- > **For Commercial plans ONLY:** GT and/or 95 modifier **in addition to** 02 for place of service

NEW Interim, Temporary Billing Codes

The table below indicates the additional reimbursable codes to use temporarily based on type of plan.

NEW COMMERCIAL, MEDICAID, & CHIP CODES		NEW MEDICARE CODES
G2010	98971	99441
G2012	98972	99442
99441	G2061	99443
99442	G2062	98966
99443	G2063	98967
99421	98966	98968
99422	98967	
99423	98968	
98970		

SelectHealth will notify providers in advance when this temporary coverage will no longer be in effect.

Online COVID-19 (Novel Coronavirus) Resources

- > [Centers for Disease Control and Prevention \(CDC\)](#)
- > [Utah Health Department](#)
- > [Idaho Department of Health and Welfare](#)
- > [World Health Organization \(WHO\)](#)
- > [SelectHealth Resources](#)
- > [Intermountain Healthcare **Public** COVID-19 Information Site](#)
- > [Intermountain Healthcare **Provider** Coronavirus \(COVID-19\) Updates](#)



COVID-19 Provider Update, Continued

Specific coverage for treatment and services related to COVID-19 by type of plan:

- > For those on **Individual and Family plans, Large or Small Employer plans, or FEHB**, we recommend patients get treatment in-network. Intermountain Connect Care, in-network primary care providers, urgent care (such as Intermountain InstaCare), or services from the Department of Health are covered with no deductibles, copays, or coinsurance **for COVID-19 related services**. If your patients seek out-of-network care, regular cost-sharing applies.
- > **SelectHealth Advantage members** are covered according to the Centers for Medicaid and Medicare guidelines under a national emergency: Testing for COVID-19 is covered in- and out-of-network for a \$0 copay.
- > **Medicaid members**—those on a SelectHealth Community Care plan—can receive testing and treatment for COVID-19 from both in- and out-of-network providers. Per Utah Medicaid requirements, copays apply for all adults except pregnant women. Additionally, children and Native Americans do not have copays.
- > If a child is covered by a **CHIP** plan, testing and treatment for COVID-19 is covered as an emergency service and can be received from in- and out-of-network providers. No copay is required.

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.