



SelectHealth Provider Update: For Vendors and Facilities COVID-19 (novel coronavirus)

March 25, 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.

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 are the highlights of what you need to know today about COVID-19 testing and treatment coverage, interim policies for prescription refills, telehealth coverage, and MMS and DME as well as updates on claims processing, and where to find current resources for providers and members.

Member Services Phone Hours

Effective **March 30, 2020**, Member Services phone lines hours will be Monday-Friday:

- > **For Commercial/Medicaid/CHIP/Rx Help Desk: 8:00 am-5:00 pm**
- > **For Medicare: 8:00 am-8:00 pm**

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 covered with no member cost-sharing. See specific plan information for details.

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. 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 have out-of-network benefits, cost-sharing for the above services will also be waived.

- > **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 COVID-19 related testing and treatment from both in- and out-of-network providers for a \$0 copay.
- > 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 both in- and out-of-network providers. Cost-sharing for the above services will also be waived.

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



COVID-19 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**. SelectHealth will notify providers in advance when this temporary coverage will no longer be in effect.

Existing SelectHealth Telehealth Coverage

The existing telehealth covered services are as follows (see existing policy 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		

Earlier Prescription Refills (except opioids)

Patients can refill prescriptions when any 30-day 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 maintenance medications delivered to their homes. Intermountain Specialty can deliver specialty medications. Access additional information about [home delivery and the specialty pharmacy](#).



COVID-19 Update, Continued

MMS & DME Policy Change

Effective **March 1, 2020**, SelectHealth will temporarily change current frequency and refill limitations associated with certain miscellaneous medical supplies (MMS) and durable medical equipment (DME) supplies, such as enteral formula and oxygen.

Claims Processing

SelectHealth understands the importance of efficient claims processing for your business and operations. We are currently processing 95.7% of claims submitted within 15 days and 99.4% within 30 days.

To address the abnormally high claims submissions we are currently experiencing, our staff is working on a mandatory overtime basis to maintain the most responsive turnaround times possible. To help us with this, please remember to verify status of claims your practice has submitted in the **Provider Benefit Tool** on the SelectHealth Provider Portal rather than submitting duplicate claims. Duplicate claims tend to clog the system and slow payment for everyone.

Need access to the Provider Portal or help getting started with the Provider Benefit Tool?

- > Visit [Provider Benefit Tool Contact Us](#).
- > Review the [Provider Benefit Tool FAQs](#).

Provider Updates Online

Access copies of all *COVID-19 Provider Updates* and related resources from either [selecthealthphysician.org](#) or the [Provider Portal](#). **NOTE:** Please check the “Clarifications” section in each new update for information that may have changed from the previous edition.

Online COVID-19 (Novel Coronavirus) Resources

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

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.