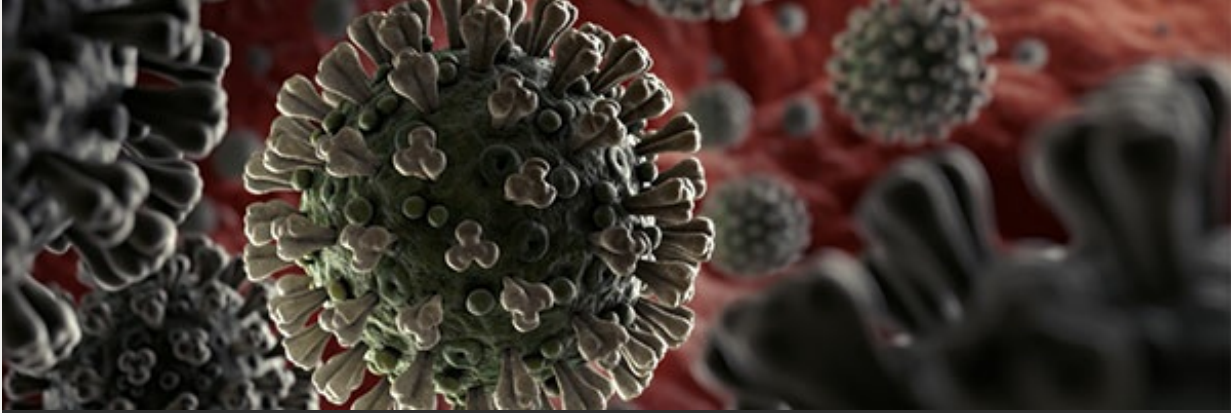


Community Health Plan of Washington

Information on COVID-19



Provider Bulletin: March 20, 2020

Dear Provider:

We are providing the latest information for you regarding your work with CHPW around COVID-19. Please share this information with your clinical and administrative staff, as needed.

We'll continue to update you as this response evolves. As information is changing rapidly, please defer to the most recent communication.

For Previous Bulletins and a complete list of FAQs, [click here](#).

For additional questions, email CHPW Provider Relations at provider.relations@chpw.org

We stand ready to partner with you in any ways we can be of assistance. Please reach out to us if you think of anything.

UPDATED INFORMATION

as of 3/20/2020

(Information is subject to change)

The information in this section reflects new or revised information since the last dated bulletin.

PROVIDER RESOURCES:

- [HCA Medicaid Clinical Policies and Billing for COVID](#)
- [HCA Information about COVID-19](#) – COVID updates and information
- [HCA submitted a 1135 emergency waiver](#) to CMS on March 15, 2020 to remove additional barriers to care
- [HCA Guidance for Office Based Opioid Treatment \(OBOT\) DATA 2000 waiver prescribers](#)
- [HCA Guidance for Opioid Treatment Programs \(OTP\)](#)
- [WA DOH COVID Provider Resources and Recommendations](#)
- [CMS COVID Partner Toolkit](#) released March 19, 2020
- [CMS COVID-19 Emergency Declaration](#) Fact Sheet for Providers
- [CMS Provider Telemedicine Toolkit \(General\)](#) released March 20, 2020
- [CMS Provider Telemedicine Toolkit \(ESRD\)](#) released March 20, 2020
- [HHS Notice of HIPAA Enforcement Discretion](#) released March 17, 2020
- [Northwest Regional Telehealth Resource Center](#)
- [Relias COVID-19 Online Training and Resources](#) (Free)

MEDICAID BILLING

Please refer to HCA Bulletin linked above

MEDICARE BILLING

No Updates

UTILIZATION MANAGEMENT

Has CHPW changed Authorization processes to respond to the COVID emergency?

Yes. CHPW is working to accommodate providers as much as possible to facilitate care for our members. The following temporary changes have been put in place effective March 20, 2020.

- **Durable Medical Equipment:** CHPW will approve any DME needed for discharge from an inpatient setting. DME that is rental will be approved for 10 days initially. Non-custom items for purchase (such as bath aids) are included, but this does not include custom DME items for purchase (such as a power wheelchair). Notification can be sent after discharge and will be approved. The DME must be a benefit under the Medicaid or Medicare program for which the member is eligible.
- **SNF/LTAC/Inpatient Rehab:** CHPW will approve a minimum of 10 days for any SNF/LTAC/Inpatient Rehab stay needed to discharge a member from an acute inpatient setting. Notification can be sent after discharge and will be approved.

- **Hospital Transfers:** All hospital lateral transfers can occur without approval of CHPW. As long as the member's continued inpatient admission is medically necessary, facilities can transfer a CHPW member to another accepting facility. The accepting facility still needs to send notification to CHPW when they are admitted.
- **Home Health and Respiratory Care:** CHPW is temporarily removing the requirement for prior authorization for the following services: Home Health, Ventilators, and CPAP/Bi-PAP. Prior authorization is not required for any respiratory supplies at this time. While prior authorization will not be required, it is requested that notification be sent to us as soon as possible that the service is being provided so we can support care coordination for our members requiring these services.
- **Prior Authorization:** For all services that require prior authorization, CHPW will temporarily allow retro authorization requests.

TELEMEDICINE

Is there access to videoconferencing for Providers to deliver Telehealth?

In response to the COVID-19 pandemic, the Health Care Authority has purchased a limited number of licenses for Zoom, a video conferencing technology that helps health care providers continue seeing patients without a physical encounter. [Here is more information from the HCA.](#)

- **Webinar:** [Telehealth and COVID-19 \(Recording\)](#) National Consortium of Telehealth Resource Centers (March 19, 2020)

PROVIDER CREDENTIALING

Will CHPW allow providers licensed out of the state to join our practice to deliver covered services?

Yes. CHPW is following the [HHS 1135 Waiver](#) and will be reimbursing for all providers operating in the scope of their license. Please notify CHPW at provider.credentialing@chpw.org if temporary or out of state providers will be joining your practice on a permanent basis.

BEHAVIORAL HEALTH

- **Upcoming Call:** DBHR COVID-19 call for Behavioral Health providers, Tuesdays 12PM-1 PM [Registration](#)
- **Webinar:** [MOUD and the COVID-19 National Emergency Response \(Recording\)](#) Foundation for Opioid Response Efforts (March 19, 2020)

CARE FOR IMMIGRANTS & REFUGEES

On 3/16/20, the HCA filed an [Emergency Rule to expand coverage of the Alien Emergency Medical \(AEM\) program](#) to include testing and treatment for COVID-19 in any office, mobile, or non-hospital based setting.

AEM covers adults (age 19+) who:

- have a qualifying emergency medical condition, and

- would otherwise be eligible for Medicaid but do not meet the citizenship or immigration status requirements for Medicaid, including qualified immigrants who have not met the 5-year bar.

AEM is a state-funded Medicaid program and is excluded from the public benefits considered under the new “Public Charge” rule.