

Community Health Plan of Washington

Information on COVID-19



Provider Bulletin: March 27, 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](#).

CHPW is ready to partner with you in any ways we can be of assistance. You are not alone. Please reach out to us if you think of anything.

UPDATED INFORMATION

as of 3/27/2020

(Information is subject to change)

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

PROVIDER RESOURCES:

- [HCA Information about COVID-19](#) – COVID updates and information
- [HCA Medicaid Clinical Policies and Billing for COVID](#)
- [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)
- [SAMHSA COVID Guidance](#)

MEDICAID BILLING

Please refer to HCA Bulletin linked above

HCA COVID-19 Information

Are there specific contacts at the HCA for provider concerns related to COVID-19?

Yes. In addition to the [HCA COVID-19 Information page](#), HCA has developed 2 email boxes to directly respond to the following concerns:

- For [COVID-19 billing, coding, or telehealth policy](#) questions, HCA has created HCAAH_COVID19@hca.wa.gov that will be actively monitored. Note that CHPW's billing policies are aligned with the HCA guidelines.
- For COVID-19 behavioral health questions, please email HCADBHRBHCVID19@hca.wa.gov and add the topic to the email subject line (for example, Foundational Community Supports, Residential SUD).

CHPW Electronic Payment

Does CHPW provide an option for electronic payment if our staff works remotely?

Yes. With the developing COVID-19 situation in the United States, we strongly encourage you at this time to consider enrolling in ACH electronic payments. This will allow us to issue payments in a timely manner, avoiding delays and disruptions.

We are pleased to continue our business relationship with you in this uncertain time. Please fill out the [Vendor ACH Enrollment form](#) and return to

MEDICAID BILLING

Can non-physician providers be reimbursed for telephone calls to patients?

Yes. Non-physicians can bill the existing (pre COVID-19) phone call codes. They range from 98966 to 98968, depending on time. They should consult the CPT guidance for the most appropriate code. They can also bill their usual codes with the telehealth modifiers and place of service and be paid what they would have been paid if the member was seen in the normal place of service.

TELEMEDICINE/TELEHEALTH

Are there additional resources for my practice to develop a telemedicine program?

The [Northwest Regional Telehealth Resource Center \(NRTRC\)](#) provides technical assistance in developing Telehealth networks and applications to serve rural and underserved communities. They have also developed a couple resources specifically designed for COVID program development.

- [NRTRC COVID-19 and Telehealth Resources](#) a comprehensive, easy to use guide incorporating the most pertinent resources into one document.
- [NRTRC Quick Start Guide to Telehealth](#) written for use during the current public health emergency.
- [Weekly Office Hours](#) occurring Fridays at 1 PM PST. Join [Zoom Meeting](#): Meeting ID 259 533 879.

PROVIDER CREDENTIALING

Does HCA have a new process to support CHPW's rapid credentialing process?

Yes. Providers should send the following information to the HCA at Providerenrollment@HCA.wa.gov:

To back-date providers for changes to their effective dates:

- The desired effective date
- their NPI,
- provider name, and
- identify this as a priority request due to the COVID-19 situation

To prioritize applications:

- the NPI of the application submitted
- provider name,
- desired effective date and
- identify this as a priority request due to the COVID-19 situation

BEHAVIORAL HEALTH

Is there specific guidance for Behavioral Health providers to track the billing and care delivery changes related to COVID-19?

Yes. The HCA has released guidance for [behavioral health billing guide](#) that will be updated as changes are made. Providers should bookmark this page and review periodically.

CHPW MEMBER INFORMATION

What are the CHPW Member options for pharmacy delivery?

CHPW has temporarily expanded home delivery options for medications for CHPW members. For complete information, click [here](#).

Medicaid:

1. Walgreens Express
2. Walmart's Home Delivery Service
3. Mail order from select CHCs

If a member has been assigned to Healthpoint or Yakima Valley Farm Workers Clinic and get your care there, you can request home delivery of your prescriptions.

- Healthpoint: Call (877) 233-0246
- Yakima Valley Farm Workers: Call 1-866-983-9279

Medicare:

1. Express Scripts Pharmacy Delivery
2. CVS
3. Walgreens Express
4. Mail order from select CHCs

If you have been assigned to Healthpoint or Yakima Valley Farm Workers Clinic and get your care there, you can request home delivery of your prescriptions.

- Healthpoint: Call (877) 233-0246
- Yakima Valley Farm Workers: Call 1-866-983-9279

Will CHPW be sending preventive care reminders and outreach to members during the emergency?

No. CHPW is temporarily suspending member reminders and outreach for preventive care services. This includes programs such as Member Birthday Cards, which reminds parents to schedule well-child visits. We will resume preventive care reminders and outreach efforts when primary care providers resume scheduling for preventive services.