

# Community Health Plan of Washington

## Information on COVID-19



Provider Bulletin: April 6, 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.

## UPDATED INFORMATION

as of 4/6/2020

(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](#) (*revised March 27, 2020*)
- [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 Video Available on Medicare Coverage and Payment of Virtual Services](#) *released April 4, 2020*
- [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](#) Includes Infection Control & Telehealth (Free)
- [SAMHSA COVID Guidance](#)

## CHPW BILLING and GUIDANCE

CHPW is following billing guidelines for COVID-19 that are consistent with the HCA and CMS guidelines for Medicaid and Medicare. These guidelines may change or expand, so please refer to these documents for the most current information.

[HCA Information on COVID-19](#)

[HCA Medicaid Clinical Policies and Billing for COVID](#) - includes telemedicine guidelines

[HCA Behavioral Health policy and billing guidance](#) (*revised April 3, 2020*)

[CMS Current Emergencies](#)

[CMS General Provider Telemedicine and Telehealth Toolkit](#)

Make sure that you are [subscribed to the appropriate HCA notifications](#) to receive direct updates on changes.

## TELEMEDICINE/TELEHEALTH

**Can non-physicians bill for telephone calls?**

Yes. The codes 98966 to 98968 were previously available for non-physician billing for Medicaid and Medicare. Providers should consult the CPT guidance for the most appropriate code. Additionally, providers can bill the standard in-person codes and include the “CR” modifier with appropriate place of service referenced in the HCA guidance. Payment will be the same as if the member received care in person.

**Will Physical Therapists, Occupational Therapists and Speech Therapists be**

reimbursed for telemedicine services?

Yes. Reference the [HCA telehealth requirements for these therapy types](#) for more specific guidance.

Can interpreter services be delivered via telemedicine?

Yes. Refer to [HCA guidance from March 27, 2020](#) for additional information.

Is there guidance available for nursing homes to deliver telemedicine services?

Yes. Refer to the [CMS Toolkit for Long-term Care Nursing Homes and Telemedicine](#) released on March 27, 2020.

**Notice:** The Northwest Regional Telehealth Resource Center (NRTRC) has made their upcoming conference “**Telehealth 20/20: New Perspectives, Innovation Insights and Expanded Vision of Care Delivery**” on April 15-17 remote and now free!

Register here: [NRTRC 2020 FREE Registration](#)

## PHARMACY

Has CHPW made changes to pharmacy benefits and policies in response to COVID-19?

Yes. CHPW has implemented the following changes to better provide for our members during this time:

**Refill too soon changes:** CHPW implemented emergency procedures on March 2—putting [Policy PM 514](#) into effect. This policy lifts early refill restrictions for both Medicaid and Medicare members in Washington State. Pharmacies can submit clarification code 13 to override “refill too soon” rejections. The pharmacy help desk can be reached at 1-800-922-1557 to request override support or to ask questions.

**1) Most chronic medications will go through for a 90-day supply for both our Medicare and Medicaid patients.**

**2) Quantity limits have been placed and refill too soon overrides do not apply for the following medications:**

- Hydroxychloroquine
- Chloroquine
- Azithromycin

**3) Sublocade:** PA requirements have been lifted through 5/31/2020 for medical and pharmacy billing.

**4) Mail Order Options:** Mail delivery options are available for members through the following pharmacies. Contact pharmacies directly for additional information.

- **Medicaid** – Rite-Aid, Walgreens Retail Stores, Walmart
- **Medicare** – CVS Retail Stores, Express Scripts, Rite-Aid, Walgreens Retail Stores

## 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.

## 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](mailto: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

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## IMMIGRANT AND REFUGEE INFORMATION

**Are there exceptions for people who do not meet the Medicaid citizenship and immigration status requirements?**

In response to the public health emergency surrounding the outbreak of COVID-19, the Health Care Authority will now include the assessment and

treatment of COVID-19 as a qualifying emergency for the Alien Emergency Medical program (AEM) which serves individuals who do not meet the citizenship or immigration status requirements of other Apple Health programs. More Information is available at the [HCA](#).

## CHPW MEMBER INFORMATION

How can my patient get a phone for telehealth and other needs?

Community Health Plan of Washington (CHPW) Apple Health members can get a phone plan with monthly data and minutes – at no cost!

- FREE 3GB data each month
- FREE unlimited texts each month
- FREE 350 voice minutes each month
- FREE cell phone

These companies are offering free cellphone programs through the federal government's Lifeline program. Call them for more information.

### Assurance Wireless

Call: 1-888-321-5880

Online: [assurancewireless.com](http://assurancewireless.com)

*COVID-19 additional benefit: Unlimited domestic calling & texting plus an extra 6GB data free through 5/20/2020.*

### Safelink

Call: 1-800-SafeLink (800-723-3546)

Online: [safelinkwireless.com](http://safelinkwireless.com)

*COVID-19 additional benefit: Unlimited talk & text and an extra 5GB data free through 4/29/2020.*

Some major wireless carriers such as T-Mobile, AT&T, and Verizon are also offering special deals and plan enhancements to Lifeline members during the COVID-19 crisis. Call your carrier for more information.

## SMALL BUSINESS ASSISTANCE

Are there financial resources for small businesses?

The Washington State Department of Revenue (DOR) created [a page dedicated to business relief during the COVID-10 pandemic](#). The federal Small Business Administration (SBA) may be able to provide assistance through the Economic Injury Disaster Loans program to businesses that have suffered substantial economic injury in an eligible disaster area. Congress approved up to \$7 billion in low-interest disaster loans specifically to assist small businesses impacted by COVID-19. These loans can help small businesses meet financial obligations and cover operating expenses. [Apply through SBA](#).