

Community Health Plan of Washington Information on COVID-19



Provider Bulletin: April 13, 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 4/13/2020

(Information is subject to change)

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

OIC FRAUD ALERT

The Office for Civil Rights (OCR) has shared that an individual posing as an OCR Investigator has contacted HIPAA-covered entities in an attempt to obtain protected health information (PHI). The individual identifies themselves on the telephone as an OCR investigator, but does not provide an OCR complaint transaction number or any other verifiable information relating to an OCR investigation.

Provider organizations can take action to verify that someone is an OCR investigator by asking for the investigator's email address, which will end in @hhs.gov, and asking for a confirming email from the OCR investigator's hhs.gov email address.

Suspected incidents of individuals posing as federal law enforcement should be reported to the HHS OIG Hotline at 1-800-HHS-TIPS (1-800-447-8477) or <https://oig.hhs.gov/fraud/report-fraud/>.

MEDICARE BILLING

Will CHPW be adopting the CS modifier released by CMS for COVID billing?

Yes. Providers should use the CS modifier for Medicare and continue to use the CR modifier for Medicaid.

Is CHPW waiving cost-share for COVID-19 testing?

Yes.

TELEMEDICINE/TELEHEALTH

Are there any platforms available to support COVID-19 screening?

Yes. The HCA is promoting a [mobile EHR platform](#) enabling patient screening and triage outside of a typical health care setting that's compatible with Epic Systems and leveraging OCHIN technology.

Are there opportunities for providers to access equipment to support telemedicine?

Yes. [HCA is loaning laptops](#) to medical providers, behavioral health providers, and recovery-based organizations who do not have access to a laptop (or the resources to obtain one) for the purposes of offering their services through telehealth.

Are there options available for providers and members for low-cost or free WiFi and internet?

Yes. A number of telecom companies are expanding resources for people at this time. Check with your local provider and reference some additional options below:

- [Free & Low-Cost Internet Plans](#)

- [Xfinity Free WiFi Hotspots during COVID](#)
- [AT&T Offerings](#)
- [Verizon expanded services](#)

AUDITS

Is CHPW accommodating providers regarding audits, per CMS guidance released on March 30?

Yes. CHPW has paused retrieval of medical records for audits, per CMS guidelines. CHPW is continuing with the HEDIS audit as it is still required by HCA and NCQA at this time; however, we are limiting our requests to providers by retrieving charts electronically where possible in consideration of COVID for this as well as for claims audits.

BEHAVIORAL HEALTH

Is there specific guidance for ABA providers and COVID?

Yes. CHPW is following the [HCA guidance](#) for ABA Providers.

Are there resources to support behavioral health providers during this time?

Yes. HCA's Division of Behavioral Health and Recovery (DBHR) will host a weekly webinar for providers of mental health, substance use, and problem gambling services.

The agenda will be developed each Monday based on what we know about COVID-19, and its relationship to prevention, treatment, and recovery support services. Representatives from the Department of Health and SAMHSA will join the call when they can.

Providers will have the opportunity to ask questions and share strategies with one another. For more information and to register, click [here](#).

MATERNAL & CHILD HEALTH

Is CHPW providing any additional support for high-risk OB members during COVID?

Yes. CHPW will cover the costs of *automatic blood pressure cuffs for high-risk OB members* that can be delivered to the member's home to help support them during this time. Further, CHPW allows for telemedicine, when appropriate, to care for these members. Members who qualify as high risk include those with elevated blood pressure in pregnancy, pregnancy-induced hypertension, or pre-eclampsia.

To order this equipment, submit an authorization request using the [exception to rule request form](#) and include: member demographics, ordering provider information, the code of the item requested (A4670 for automatic BP Cuffs), and the associated diagnosis. Howards Medical Supply should be indicated in the "Service Provided By" section.

Is CHPW providing any additional support for high-risk infants during COVID?

Yes. CHPW will cover the costs of *an infant scales for high-risk infants* that will be delivered to the member's home to help support them during this time. Further, CHPW allows for telemedicine when appropriate to care for these members. Members that qualify as high risk include those with poor weight gain, failure to thrive, prematurity.

To order this equipment, submit an authorization request using the [exception to rule request form](#) and include: member demographics, ordering provider information, indicate the code of the item requested (E1399 for infant scale), and the associated diagnosis. Howards Medical Supply should be indicated in the "Service Provided By" section.

Where can I find resources for ensuring contraceptive access for patients during the pandemic?

Upstream USA, a national leader in promoting contraceptive access, and a partner of CHPW, has launched a [webpage](#) for health centers with the latest information regarding contraceptive care during COVID-19. This includes guidelines on counseling, stocking, and leveraging telehealth for contraceptive care, as well as the following toolkits:

- [Implementing Telehealth for Contraceptive Care](#)
- [Phone Staff Scripts](#)

Further, pharmacists have a critical role to play in ensuring continued contraceptive access:

- Based on the Governor's emergency proclamation, [emergency rules for prescription refills are now in effect](#). Pharmacists may grant an emergency refill of an expired prescription for up to a 30-day supply for a maintenance medication, including most birth control, if the pharmacist is unable to obtain refill authorization from the prescriber.
- Washington allows for [12-month prescriptions for birth control pills](#), and Upstream continues to recommend that prescribers and pharmacists provide a one-year supply.

CHPW MEMBER INFORMATION

Are there resources for families to support them through this time?

Yes. [Start Talking Now](#) is offering virtual sessions for parents, caregivers, and families. Events can be found on the [Start Talking Now Facebook page](#) and others are listed below.

Topic: Supporting your child's emotional and behavioral needs during COVID-19 (in English)

- Presenter: Carol Good, University of Washington
- Date and time: April 15, 1 p.m.-2 p.m.
- Register [here](#).

Topic: Family management and resiliency (in English)

- Presenter: AnaMaria Diaz Martinez, Washington State University Extension

- Date and time: April 16, 4:30 p.m.-5:30 p.m.
- Registration coming soon.

Topic: Family management and resiliency (in Spanish)

- Presenter: AnaMaria Diaz Martinez, Washington State University Extension
- Date and time: April 17, 4:30 p.m.-5:30 p.m.
- Registration coming soon.

Are there changes to Medicaid member eligibility during COVID?

There have been changes to the eligibility, as found here:

<https://www.hca.wa.gov/assets/free-or-low-cost/apple-health-eligibility-covid-19-faq.pdf>

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.](#)

PROVIDER RESOURCES:

HCA

- [HCA Information about COVID-19](#) – Content is updated on this site frequently
- [HCA Medicaid Clinical Policies and Billing for COVID](#)
- [HCA Behavioral Health Policy & Billing During COVID](#) revised April 8, 2020
- [HCA Guidance for Office Based Opioid Treatment \(OBOT\) DATA 2000 waiver prescribers](#)
- [HCA Guidance for Opioid Treatment Programs \(OTP\)](#)

WASHINGTON DEPT. OF HEALTH

- [WA DOH COVID Provider Resources and Recommendations](#)

CMS

- [CMS Letter to Clinicians](#)
- [CMS COVID Partner Toolkit](#) released March 19, 2020
- [CMS COVID-19 Emergency Declaration](#) Fact Sheet for Providers
- [CMS Waivers & Flexibility for Health Care Providers](#)

- [CMS Provider Telemedicine Toolkit \(General\)](#) released March 20, 2020
- [CMS Provider Telemedicine Toolkit \(ESRD\)](#) released March 20, 2020

MISCELLANEOUS

- [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](#)
- [Washington Chapter American Academy of Pediatrics \(WCAAP\) COVID-19 Resources](#)