

Community Health Plan of Washington

Information on COVID-19



Provider Bulletin: April 28, 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 4/28/2020

(Information is subject to change)

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

MEDICAID BILLING

[Registration](#) is open for the HCA webinar on telehealth billing and policy on Thursday, April 30, at 12 PM. The webinar will:

- Provide an overview of telehealth for Apple Health (Medicaid)
- Discuss billing and policy
- Discuss tools you can use
- Answer questions that may be concerning you

Is texting a reimbursable service?

Yes. Texting activities are covered as a Virtual Visit (G2012) when billed with the CR modifier. Reference the [HCA clinical billing guidelines](#) for additional details.

Are there additional incentives for delivering telehealth outside of regular business hours?

Yes. The HCA released add-on billing codes for telehealth services outside of regular business hours. These can be billed in addition to the evaluation and management codes. Reference the HCA guidelines and COVID-19 fee schedule for rates.

Code	Definition	Modifier
99050	Services provided in the office at times other than regularly scheduled office hours, or days when the office is normally closed (eg, holidays, Saturday or Sunday), in addition to basic service	CR
99051	Service(s) provided in the office during regularly scheduled evening, weekend, or holiday office hours, in addition to basic service	CR

Are there billing guidelines for School-Based Health Services? (CORRECTION FROM PREVIOUS BULLETIN)

Yes. The HCA has developed an [FAQ for School-Based Health Services](#) that is updated periodically.

CHILDREN'S BEHAVIORAL HEALTH

Are there resources for pediatric providers to support the increased need for behavioral health during COVID-19?

Yes. The Washington Chapter of the American Academy of Pediatrics (WCAAP) CHPW is hosting a [Rapid Behavioral Health Education](#) series for primary care providers who care for children, which CHPW is co-sponsoring. This training series offers effective behavioral health interventions via telemedicine, tailored to the unique and challenging contexts children and families are experiencing right now.

Every two weeks from April 30-June 11, participants will watch two 15-minute training videos, at a time convenient to you, on specific clinical content and

then join a live facilitated 60-minute discussion sharing what you have learned with other participants, case examples and what help or additional supports you need. Recordings will be available following the live events and any provider can [register here](#).

TELEMEDICINE

[Registration](#) is open for the HCA webinar on Telehealth billing and policy on Thursday, April 30, at 12 PM. The webinar will:

- Provide an overview of telehealth for Apple Health (Medicaid)
- Discuss billing and policy
- Discuss tools you can use
- Answer questions that may be concerning you

Our organization has been having success with telehealth. Is there an opportunity to share these stories?

Yes. The HCA created hcacommunications@hca.wa.gov to send telehealth success stories. CHPW would also like to hear about success stories; please send these to provider.relations@chpw.org.

Is there support to expand broadband to improve access to telehealth?

Yes. The FCC has released “The Healthcare Connect Fund Program” to support expansion of broadband access. [OCHIN is supporting providers](#) interested in applying for these funds.

Are there recommended resources around behavioral health and telehealth?

The Behavioral Health Institute has launched a [website](#) to coordinate resources across the state for the delivery of behavioral health services via telehealth technology. Resources include regular trainings as well as resources related to technology, clinical care, billing and legal topics.

Is there additional information about the platforms available to support COVID-19 screening?

Yes. The HCA has posted a recording for the webinar on the [mobile EHR platform](#) that enables patient screening and triage outside of a typical health care setting. This is compatible with the Epic Systems and leverages OCHIN technology.

FINANCIAL ASSISTANCE

Are there programs available for cash assistance for Washingtonians?

Yes. On April 17, DSHS developed an [emergency cash assistance program](#). This cash assistance is available to Washington residents regardless of citizenship status, and does not require applicants to provide a Social Security number. Eligible households will receive their Disaster Cash Assistance Program benefits for one month in a 12-month period during an emergency. The benefit amount depends on household size, income and need,

ranging from a maximum of \$363 for a single person to a maximum of \$1,121 for a household of eight or more people.

PROVIDER RESOURCES:

HCA

- [HCA Information about COVID-19](#) – Content is updated on this site frequently
- [HCA Medicaid Clinical Policies and Billing for COVID](#) revised April 20, 2020
- [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](#)