

Coronavirus Information for Our Provider Partners

What do I need to know about insurance fraud?

- Due to the increase in telehealth visits and various platforms in which to perform such services, there has been an increase in cyber-attacks.
- Do not open emails from addresses you are unfamiliar with.
- Abide by your company's IT security protocols and ensure your malware protection is up to date.
- If you have any questions, please reach out to Network Health. We are here for you.

Is Network Health covering all telehealth services for their members?

Yes, Network Health members can use any telehealth provider visits for a \$0 copayment – this is for more than just illnesses related to the coronavirus. Health maintenance organization (HMO) plan members must use in-network providers.

- Network Health will cover telehealth services as modeled by CMS, which includes telephone and virtual face-to-face services performed by a physician, nurse practitioner or physician assistant.
- The \$0 member cost share for telehealth services will be in effect until April 30. At that time, we will review to determine if this should be extended.
- Providers may perform telehealth services from their homes while ensuring protected health information (PHI) is protected and maintained. Each provider is expected to follow their business policies pertaining to PHI.
- These services should be billed with place of service as 02.
- We do not cover Medicare non-billable specialties for telehealth visits for Medicare members.
- At that time we will review this policy to determine if \$0 member cost share for such approved TeleHealth Covered Services should be extended beyond April 30th.”

Can members get an early refill on critical medications?

Yes, all Network Health members can get a 90-day supply of their medications provided the following conditions are met.

- The medication is in sufficient supply to allow refills.
- The requirements for taking these medications imposed by the medication prescriber are met.
- This applies to our entire pharmacy network, including states outside Wisconsin.

We are monitoring the situation closely and will update our information and policy if or when the situation changes. We are committed to taking appropriate actions to ensure you have the medication you need to stay healthy.

How can members get/receive their medications?

- Commercial and Medicare members can get their early refills via retail location or mail order.
- HIX members must use mail order to get 90-day refills.
- During the safer at home order, many pharmacies are offering free delivery services to customers.

Are medical benefits or prescription coverage changing as a result of the concern about the virus?

- At this time, no changes are anticipated to member medical or pharmacy benefits. We are monitoring the situation closely and will update our information and policy if the situation changes.

For which services is Network Health waiving prior authorization?

- We are not requiring prior authorization for any COVID-19 swab testing for both participating and non-participating providers.
- At this time, Network Health is not waiving any prior authorization requirements for services that traditionally require prior authorization, such as the below. We are evaluating this decision on a daily basis, understanding the COVID-19 situation is very fluid. We will notify you of any changes.
 - Inpatient hospital stays
 - Skilled nursing facility stays
 - Various durable medical equipment items
- Network Health stopped concurrent review of inpatient hospital, inpatient rehabilitation and long-term acute care hospital stays.
- Network Health has consistently issued SNF prior authorization decisions prior to a member admitting; we are now dedicated to rendering a decision within two hours of receipt, knowing this will assist our hospital and skilled nursing facility partners in providing needed care.

CMS develops additional code for coronavirus lab tests

- CMS has developed a second Healthcare Common Procedure Coding System (HCPCS) code that can be used by laboratories to bill for certain COVID-19 diagnostic tests to help increase testing and track new cases.
- Last month, CMS developed the first HCPCS code (U0001) to bill for tests and track new cases of the virus. This code is used specifically for CDC testing laboratories to test patients for SARS-CoV-2. The second HCPCS billing code (U0002) allows laboratories to bill for non-CDC laboratory tests for SARS-CoV-2/2019-nCoV (COVID-19).

Other things to note

- You may hold your claims until the code is effective in our claims payment system as of April 1, 2020.
- We will not pay interest on any Coronavirus claims

- We will require notification of inpatient hospital stays related to Coronavirus, not a prior authorization.
- Telehealth services will be a covered service per our policy guidelines.

What is Network Health doing to prepare for a health crisis as a result of the coronavirus?

- As part of Network Health's normal business continuity planning, we have established a plan that allows us to continue our essential business functions while minimizing the risk of spreading any virus amongst our employees.
- Network Health regularly tests its business continuity plan and we are confident that, in the event of a significant crisis as determined by health authorities, the essential functions needed to provide our normal high standard of customer service will not be disrupted.
- Network Health will actively monitor the situation, engaging with local health authorities as appropriate, and will implement its business continuity plans when and if necessary taking into consideration information available at the time.