Provider FAQs Related to COVID-19

Ascension SmartHealth is committed to providing you the resources you need to serve your SmartHealth patients during this difficult time. We are continuing to monitor the updates related to COVID-19 and sharing new changes to our medical plan accordingly.

Please continue to check mysmarthealth.org and review our provider newsletter for the latest updates.

COVID-19 testing and treatments

- **Will SmartHealth waive member cost shares For COVID-19 testing and visits associated with COVID-19 testing?**
  - Effective **March 15, 2020, for a period of 90 days through June 12, 2020,** (subject to review), SmartHealth is waiving deductibles, copays and member cost sharing for physician's office, clinic, urgent care, emergency department visits and online care visits through Ascension Online Care related to COVID-19 diagnosis, and COVID-19 testing and care for all members enrolled with the SmartHealth PPO plan or the SmartHealth High Deductible Health Plan (HDHP).
- **How is SmartHealth covering inpatient treatment related to COVID-19 hospital admissions?**
  - Effective March 15, 2020, for a period of 90 days through June 12, 2020 (subject to review), the following will apply:
    - If a SmartHealth member receives inpatient treatment at an Ascension Network (Tier 1) location, it will be covered at 100%, without deductibles, coinsurance or copays. To find which locations are in the Ascension Network, please use the location search on mysmarthealth.org.
    - If a SmartHealth member receives inpatient treatment at a National Network (Tier 2) and out-of-network (Tier 3) location, it will be covered at the Ascension Network (Tier 1) member cost-sharing (deductibles, coinsurance and copays).
      - *Please note that members may experience balance billing, or reduced continuity of care if they go to an out-of-network provider. If a member receives a balance bill, please contact customer service.*
    - There are no prior authorization or concurrent review requirements for COVID-19 or suspected COVID-19 related inpatient admissions.

However, **inpatient notification is required** so that members can be followed by case management to ensure members have the support and resources necessary to aid in their recovery.

- **Will SmartHealth cover laboratory charges related to COVID-19 testing?**
  - Yes, laboratory charges related to COVID-19 testing will be covered with **no member-cost-sharing**, regardless of whether the testing occurs at a physician's office, clinic, urgent care, emergency department or another laboratory. This is effective until June 12, 2020 and is subject to review.
- **Will emergency department visits related to COVID-19 be covered by SmartHealth?**
  - Yes, emergency department visits that result in an order for or administration of a COVID-19 test will be covered at 100% with **no member cost-sharing** at Ascension Network, National Network and out-of-network facilities. This is effective until June 12, 2020 and is subject to review. All other emergency department visits will be covered under the present Schedules of Benefits.
- **Why type of providers are these benefit changes applicable to?**
  - These benefit changes in response to COVID-19 are applicable to Ascension Network (Tier 1), National Network (Tier 2) and Out-of-Network (Tier 3) providers. Be advised that members may experience balance billing or reduced continuity of care if they go to an out-of-network provider.

Virtual care

- **What is Ascension Online Care?**
  - Ascension Online Care includes 24/7 online urgent care that allows a patient to have a one-on-one video chat with a doctor using a smartphone, tablet, or laptop -- without leaving home. Ascension Online Care is available in all 50 states. For more information, please visit ascension.org/online.
  - If your SmartHealth patient is having symptoms similar to those seen with COVD-19, they now have the option to utilize Ascension Online Care at **no cost to them**.
    - If your patient is a member through HAP, they must use the code **SMARTHEALTHHAP** to receive Ascension Online Care at $0 cost.
    - If your patient is a member through BIND, they must use the code **SMARTHEALTHBIND** to receive Ascension Online Care at $0 cost.
  - Please note that COVID-19 test orders are not available through Ascension Online Care.

- **Will SmartHealth cover general telephonic and/or video virtual visits outside of Ascension Online Care?**
  - Yes, SmartHealth covers telephone-only visits or visits conducted through video including behavioral health as long as medically appropriate. Please bill Place of Service (POS) 11 and use the GT or 95 modifier along with the appropriate CPT code for these virtual visits. For COVID-19 related care, please also include an applicable diagnosis code(s) linked here. A list of recommended virtual visit codes can be found here. Members are subject to what's covered in their present schedule of benefits.
  - This is effective for visits that take place during March 15, 2020 through June 12, 2020 (subject to review).
- **Will virtual visits outside of Ascension Online Care be reimbursed regardless of diagnosis code from the provider?**
  - Yes, the service has to be medically appropriate and subject to the scope of the provider's license. Providers will get paid based on your fee schedule. Please bill Place of Service (POS) 11 and use the GT or 95 modifier. For COVID-19 related care, please also include an applicable diagnosis code(s) linked here. A list of recommended virtual visit codes can be found here.
  - This is effective for visits that take place during March 15, 2020 through June 12, 2020 (subject to review).

Prior Authorization
- **Does SmartHealth require a prior authorization on the focused test used to diagnose COVID-19?**
  - There are no prior authorization requirements for members to receive COVID-19 testing.
- **Does SmartHealth require a prior authorization for suspected and/or confirm COVID-19 related inpatient admissions?**
  - Effective March 15, 2020, for a period of 90 days through June 12, 2020 (subject to review), there are no prior authorization or concurrent reviews required for inpatient admissions for suspected and/or confirmed COVID-19 diagnoses. However, **inpatient notification is required** so that members can be followed by case management to ensure members have the support and resources necessary to aid in their recovery. For more information about prior authorization, please visit the Information Center on mysmarthealth.org.

- **I previously received prior authorization for an elective procedure for my patient, but now need to reschedule it due to COVID-19. What do I need to do to reschedule?**
  - eQHealth is currently extending authorizations granted for elective procedures for an additional six months (subject to review). When the procedure is rescheduled, providers should call eQHealth directly at 866-356-3666 (Monday - Friday 8AM - 8PM) to notify them of the new procedure date.

Prescription drug benefits

- **Are there any changes to prior authorization requirements for specialty medications and infusions?**
  - Cigna is currently extending prior authorizations for specialty medications and infusions that are expiring for an additional 90 days.
  - While there are no other planned changes to our prescription drug benefits, please consider requesting 90-day supplies of maintenance medications for your SmartHealth patients where applicable. For more information about our prescription drug benefits, please visit www.cigna.com/ascension.

Coding, billing, claims

- **What diagnosis codes would be applicable for a patient with known or suspected COVID-19?**
  - Please review the list of diagnosis codes related to COVID-19 here.
- **What code should I use to bill for virtual care services?**
  - Effective March 15, 2020 through June 12, 2020 (subject to review), please bill Place of Service (POS) 11 with the GT or 95 modifier along with the appropriate CPT code for virtual care services. For COVID-19 related care, please also include an applicable diagnosis code(s) linked here. Recommended virtual service codes can be found here.
- **My office is moving to a temporary location because of COVID-19? Do you need to update our address on mysmarthealth.org?**
  - We are currently not including temporary addresses at this time due to the fluidity of the situation. We do recommend notifying your SmartHealth patients if there has been a location change. If your location change results in a billing address change, please contact SmartHealth Customer Service to ensure timely claims payment.