



# Summary of KHF Practice Administrator Meeting Updates

March 19, 2020

5500  
Interstate North Pkwy.  
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Atlanta, GA 30328  
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[www.kidshealthfirst.com](http://www.kidshealthfirst.com)

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# Agenda

- **KHF COVID-19 Updates**
- Telehealth & Payor Reimbursement Discussion
- Cyber Security Tips
- COVID-19 and HR Discussion

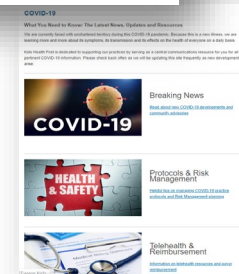
# KHF COVID-19 Activities & Updates

- KHF COVID-19 Plan
  - News monitoring
  - KHF COVID-19 intranet ([www.khfirst](http://www.khfirst))
  - Feedback from Physician Panel and Practice Administrator Advisory committees
  - Additional activities to support practices
- Update on KHF & TCCN Dues

**Your KHF Resource: Tom Finnerty- [tfinnerty@khfirst.com](mailto:tfinnerty@khfirst.com)**

# KHF COVID-19 Intranet Site

- Chat internally with KHF Peers/Forum
- Clinical Guidance/Protocols
- Practice operations protocol
- Payor/Reimbursement
- Telehealth
- Practice as an employer and employee safety and wellbeing
  - Business advice – layoffs
  - Legal Guidance
- Inventory management and ordering
- Risk Management/PPE
- Additional Resources/Sites being monitored



# COVID-19 News

The sites KHF is currently monitoring:

- World Health Organization
- Centers for Disease Control
- American Academy of Pediatrics
- Georgia Chapter of the American Academy of Pediatrics
- American Board of Pediatrics
- Georgia Department of Public Health
- Children's Healthcare of Atlanta
- Georgia Pediatric Practice Managers Association (GPPMA)

# Communications

- Daily COVID-19 Communications Round-Up
- Question of the Day
- Feedback requested for future monthly meeting formats

# COVID-19

## Revenue Cycle Updates

### Communications:

- Daily COVID-19 Communications Round-Up
- Question of the Day
- Feedback requested for future monthly meeting formats

### Housekeeping:

- Frequent updates as we navigate this pandemic via **emails, intranet and phone call**
- Payor workforce management related to **response times, previously submitted issues, and accuracy of information**

# Health Insurance Portability and Accountability Act (HIPAA)

- The Office for Civil Rights (OCR) at the Department of Health and Human Services are allowing providers to use communication methods that may not fully comply with the requirements of the HIPAA Rules.
- This applies to all services and not just those services related to COVID-19
- Risk and responsibilities
- **“Acceptable” applications**
  - **Apple Face Time, Facebook Messenger video chat, Google Hangouts or Skype**  
video chat, Google Hangouts or Skype
- **Banned applications**
  - **Facebook Live, Twitch, TikTok and similar video communication applications** are public facing and **should not be used.**
- **Vendors that represent that they are HIPAA compliant**
  - **Skype for Business, Updox, Vsee, Zoom for Healthcare, Doxy.me and Google G Suite Hangouts Meet**



# Payor Updates:

## United Health Care

- The policy changes apply to members whose benefit plans cover telehealth services and allow those patients to connect with their providers through live interactive audio, and visits.
- \*UnitedHealthcare will waive the Centers for Medicare and Medicaid's (CMS) originating site restriction for Medicare Advantage, Medicaid and commercial members, so that care providers can bill for telehealth services performed while a patient is at home.
- \*Practices can still bill with place of service (11) and modifiers GT, GQ, and 95 can be used.
- \* \*Specific coding rules will be provided via email, intranet, and possible Webex where additional staff can attend.
- Effective March 17<sup>th</sup>, 2020 and tentatively scheduled to end April 30<sup>th</sup>, 2020 and includes services not related to COVID-19.
- Self-funded plans may not cover telehealth services.
- Member cost sharing and benefit plans apply.
  - \*Cost associated with COVID-19 testing provided at locations approved by the CDC will be waived.

# Payor Updates:Aetna

- Aetna will waive co-pays and apply no cost-sharing for all diagnostic testing related to COVID-19 and there will be no member out of pocket cost.
- Cost sharing will be waived for all virtual visits through Aetna-covered Teladoc offerings and in-network providers delivering synchronous virtual care (live video-conferencing) for all Commercial plan designs.

\*\$0 co-pay for all telemedicine visits.

\*Specific coding rules will be provided via email, intranet, and possible Webex where additional staff can attend.

- Effective March 6<sup>th</sup>, 2020 and tentatively scheduled to end June 4<sup>th</sup>, 2020 and includes services not related to COVID-19.
- Self-insured plan sponsors will be able to opt-out of this program at their discretion.

# Payor Updates:Cigna

- Cigna will reimburse in person visits, phone calls, real-time synchronous virtual visits, and testing for COVID-19 without copay or cost share for all individuals covered under a fully-insured Cigna medical benefit through May31st, 2020.

\*Cigna claims processing systems will be able to accept this coding guidance on **April 6, 2020** for dates of service on or after March 2, 2020.

\*Specific coding rules will be provided via email, intranet, and possible Webex where additional staff can attend.

- If the virtual visit is **not** related to COVID-19, the ICD10 code for the visit should be billed and reimbursement will be made according to applicable benefits and related cost share.

\*CPT 99241 should be used for visit.

\*No virtual modifier is required.

# Payor Updates:Humana

- **Humana will waive out-of-pocket costs associated with testing for COVID-19 for patients who meet CDC guidelines at approved laboratory locations.**
- **Telemedicine costs waived for all urgent care needs for next 90 days –** To help reduce the risk of infection and spread of disease, Humana is encouraging members to use telemedicine (e.g., video chat) as a first line of defense for all urgent care needs. The company will waive costs for telemedicine visits for urgent care needs for the next 90 days.

\*Waiting on response for what diagnoses are considered “urgent”.

\*Specific coding rules will be provided via email, intranet, and possible Webex where additional staff can attend.

- Humana is working closely with federal agencies to understand the impacts of both telemedicine and the coronavirus test on High Deductible Health Plans and Health Savings Accounts."

# Payor Updates:Medicaid

- In response to the COVID-19 State of Emergency, the Department of Community Health is waiving certain policies related to telehealth/telemedicine to support the use of telehealth in diagnosis and treatment.
- \*Services do not have to be related to COVID-19.
- \*Specific coding rules will be provided via email, intranet, and possible Webex where additional staff can attend.
- \*Includes telephone communication, use of webcam and video cell phone communication.
- During the period of COVID-19 emergency response, providers should make a good faith effort to ensure that communication is secure and that HIPAA requirements are met for the privacy and confidentiality
- Medical documentation requirements.
  - \* Documentation must indicate the services were rendered via telehealth and the location of the originating and distant sites.
  - \* Start and stop times.
- Additional information to be provided.

# Payor Updates: More information to come

- Payor specific diagnosis and CPT codes.
- Payor specific reimbursement rates.
- Additional information as requested by practices.



# COVID 19 & Cyber Concerns

- **Cybersecurity and Infrastructure Security Agency (CISA) recommends:**
  - Exercise caution in handling any email with a COVID-19-related subject line, attachment, or hyperlink, and be wary of social media pleas, texts, or calls related to COVID-19.
  - Avoid clicking on links in unsolicited emails and be wary of email attachments.
  - Use trusted sources—such as legitimate, government websites—for up-to-date, fact-based information about COVID-19.
  - Do not reveal personal or financial information in email, and do not respond to email solicitations for this information.
  - Verify a charity’s authenticity before making donations.

**Your KHF Resource-Barbara Douglas- [bdouglas@khfirst.com](mailto:bdouglas@khfirst.com)**

# Human Resources Discussion

- Charles Rodriguez- Vice President of Human Capital, Adams Keegan



# Open Q & A

- If you have any questions regarding this information, contact the identified resource listed on each section.

