

## **COVID-19 information from Amerigroup Washington, Inc. (December 10, 2020 update)**

### **Updated to include vaccine information**

Amerigroup Washington, Inc. is closely monitoring COVID-19 developments and how they will impact our customers and our health care provider partners. Our clinical team is actively monitoring external queries and reports from the Centers for Disease Control and Prevention (CDC) to help us determine what action is necessary on our part. Please also refer to the Washington State Health Care Authority's COVID-19 webpage at <https://www.hca.wa.gov/information-about-novel-coronavirus-covid-19> for more information.

To help address care providers' questions, Amerigroup has developed the following frequently asked questions:

### **What is Amerigroup doing to prepare?**

Amerigroup is committed to help provide increased access to care, while eliminating costs to help alleviate the added stress on individuals, families and the nation's healthcare system.

These actions are intended to support the protective measures taken across the country to help prevent the spread of COVID-19 and are central to our commitment to remove barriers and support communities through this unprecedented time.

Amerigroup is committed to help our members gain timely access to care and services in a way that places the least burden on the healthcare system. Our actions should reduce barriers to seeing a doctor, getting tested and maintaining adherence to medications for long-term health issues.

### **COVID-19 testing and visits associated with COVID-19 testing**

There are no cost shares, this applies to copays, coinsurance and deductibles, for COVID-19 testing and visits associated with the COVID-19 test (including visits to determine if testing is needed). Test samples may be obtained in many settings including a doctor's office, urgent care, ER or even drive-thru testing. While a test sample cannot be obtained through a telemedicine visit, the provider can connect members with testing.

### **Telemedicine (video + audio):**

Effective March 17, 2020, there are no cost shares for telemedicine visits from in-network providers including visits for mental health or substance use disorders, where permissible. For out-of-network providers, Amerigroup is waiving cost shares from March 17, 2020 until June 14, 2020.

\*LiveHealth Online is an independent company providing telehealth services on behalf of Amerigroup Washington, Inc.

<https://providers.amerigroup.com>

Cost sharing will be waived for members using our authorized telemedicine service, LiveHealth Online, and for care received from other providers delivering virtual care through internet video and audio services.

### **Telephonic-only care**

Effective March 19, 2020, Amerigroup will cover telephonic-only visits with in-network providers. Out-of-network coverage will be provided where required. This includes covered visits for mental health or substance use disorders and medical services. There are no cost shares for in-network providers. Exceptions include chiropractic services and physical, occupational, and speech therapies, and any services which require physical contact with the patient. These services require face-to-face interaction and therefore are not appropriate for telephone-only consultations.

### **Prescription coverage**

Amerigroup is also providing coverage for members to have an extra 30-day supply of medication on hand. We are encouraging that when member plans allow they switch from 30-day home delivery to 90-day home delivery.

### **Frequently asked questions:**

#### **Will Amerigroup waive member cost shares for COVID-19 testing and visits associated with COVID-19 testing?**

There are no cost shares, this applies to copays, coinsurance and deductibles — for COVID-19 testing and visits associated with the COVID-19 test (including visits to determine if testing is needed). Test samples may be obtained in many settings including a doctor's office, urgent care, ER or even drive-through testing. While a test sample cannot be obtained through a telemedicine visit, the telemedicine provider can connect members with testing.

#### **What services are appropriate to provide via telemedicine?**

- Amerigroup covers telemedicine (i.e., video + audio) services for providers who have access to those platforms/capabilities today.
- Effective March 17, 2020, there are no cost shares for telemedicine (video + audio) visits, including visits for mental health or substance abuse disorders. There are no cost shares for members using LiveHealth Online, as well as for care received from other providers delivering virtual care through internet video + audio services.

#### **Will Amerigroup cover telephone-only services in addition to telemedicine (video + audio)?**

Amerigroup is now providing this coverage effective March 19, 2020, to reflect the concerns we have heard from providers about the need to support continuity of care for members during extended periods of social distancing.

Amerigroup will cover telephone-only medical and behavioral health services from in-network providers and out-of-network providers when required by state law. There are no cost shares for in-network providers only except where a broader waiver is required by law. Exceptions

include chiropractic services, physical, occupational, and speech therapies. These services require face-to-face interaction and therefore are not appropriate for telephone-only consultations.

**What codes would be appropriate to consider for an virtual visit with a patient who wants to receive health guidance related to COVID-19?**

If the service was delivered via a telehealth modality (FaceTime, Skype, phone, etc.), then use the CR modifier and the POS that denotes the location of client, for example '12' is home, '31' is skilled nursing facility, '13' is assisted living facility as a service.

If the service was delivered via telemedicine (video + audio), use the appropriate modifier and POS code 02.

**What codes would be appropriate for COVID-19 lab testing?**

Amerigroup is encouraging providers to bill with codes U0001, U0002, U0003, U0004, 86328, 86769, or 87635 based on the test provided.

**How is Amerigroup monitoring COVID-19?**

Amerigroup is monitoring COVID-19 developments and what they mean for our associates and those we serve. We are fielding questions about the outbreak from our customers, members, providers and associates. Additionally, our clinical team is actively monitoring external queries and reports from the CDC to help us determine what, if any, action is necessary on our part to further support our stakeholders.

Amerigroup has a business continuity plan for serious communicable disease outbreaks, inclusive of pandemics, and will be ready to deploy the plan if necessary.

Our enterprise-wide business continuity program includes recovery strategies for critical processes and supporting resources, automated 24/7 situational awareness monitoring for our footprint and critical support points, and the Virtual Command Center for Emergency Management command, control and communication.

In addition, Amerigroup has established a team of experts to monitor, assess and help facilitate timely mitigation and response where it has influence as appropriate for the evolving novel coronavirus threat.

**Does Amerigroup have recommendations for reporting, testing and specimen collection?**

The CDC updates these recommendations frequently as the situation and testing capabilities evolve. See the latest information from the CDC: <https://www.cdc.gov/coronavirus/2019-nCoV/hcp/clinical-criteria.html>.

**What diagnosis codes would be appropriate to consider for a patient with known or suspected COVID-19?**

The CDC has provided coding guidelines related to COVID-19: <https://www.cdc.gov/nchs/data/icd/ICD-10-CM-Official-Coding-Gudance-Interim-Advice-coronavirus-feb-20-2020.pdf>.

**What diagnosis codes would be appropriate to consider for a patient with known or suspected COVID-19 for services where a member's cost shares are waived?**

The CDC has provided coding guidelines related to COVID-19

<https://www.cdc.gov/nchs/data/icd/COVID-19-guidelines-final.pdf>.

**What codes would be appropriate to consider for a telephonic-only visit with a patient who wants to receive health guidance during the COVID-19 crisis?**

If the service was provided via a telehealth modality (such as telephone, FaceTime, Skype, etc.), then use the CR modifier and the POS that denotes the location of client, for example '12' is home, '31' is skilled nursing facility, '13' is assisted living facility.

**Is Amerigroup waiving member cost-shares when a member needs treatment from a doctor or a hospital related to COVID-19?**

There are no member cost shares.

**What member cost-shares will be waived by Amerigroup affiliated health plans for virtual care through internet video + audio or telephonic-only care?**

There are no member cost shares. Cost sharing will be waived for members using Amerigroup's telemedicine service, LiveHealth Online, as well as care received from other providers delivering virtual care through internet video + audio services.

Effective March 19, 2020, Amerigroup will cover telephone-only medical and behavioral health services from in-network providers and out-of-network providers when required by state law. Exceptions include chiropractic services, physical, occupational, and speech therapies. These services require face-to-face interaction and therefore are not appropriate for telephone-only consultations.

**Does Amerigroup require a prior authorization on the focused test used to diagnose COVID-19?**

No, prior authorization is not required for diagnostic services related to COVID-19 testing.

**In case of mass epidemic, how can you ensure that your contracted providers can still provide services?**

Amerigroup is committed to working with and supporting its contracted providers. Our benefits already state that if members do not have appropriate access to network doctors we will authorize coverage for out-of-network doctors as medically necessary.

In addition, Amerigroup's telehealth provider, [LiveHealth Online](#), is another safe and effective way for members to see a doctor to receive health guidance related to COVID-19 from their home via mobile device or a computer with a webcam.

**Are you aware of any limitations in coverage for treatment of an illness/virus/disease that is part of an epidemic?**

Our standard health plan contracts do not have exclusions or limitations on coverage for services for the treatment of illnesses that result from an epidemic.

**Is LiveHealth Online prepared for the number of visits that will increase to telehealth?**

As there is a heightened awareness of COVID-19 and more cases are being diagnosed in the United States, LiveHealth Online is increasing physician availability and stands ready to have doctors available to see the increase in patients, while maintaining reasonable wait times.

**Does Amerigroup expect any slowdown with claim adjudication because of COVID-19?**

We are not seeing any impacts to claims payment processing at this time.

**What is the best way that providers can get information to Amerigroup's members on Amerigroup's alternative virtual care offerings?**

Members have access to telehealth 24/7 through LiveHealth Online. Members can access LiveHealth Online at <https://livehealthonline.com> or by downloading the LiveHealth Online app from the App Store or Google Play.

Members also can call the 24/7 Nurse HelpLine at the number listed on their member ID card to speak with a registered nurse about health questions.

**How does a provider submit a telehealth visit with an existing patient that lives in a bordering state?**

For providers in bordering states who were previously seeing members in approved locations that met state and/or CMS billing requirements, effective March 17, 2020, you may submit your telehealth claim using the primary service address where you would have normally seen the member for the face-to-face visit.

**Should providers who are establishing temporary locations to provide health care services during the COVID-19 emergency notify Amerigroup of the new temporary address?**

Providers do not need to notify Amerigroup of temporary addresses for providing health care services during the COVID-19 emergency. Providers should continue to submit claims specifying the services provided using the provider's primary service address along with your current tax ID number.

**What modifier is appropriate to waive member cost sharing for COVID-19 testing and visits related to testing?**

CMS has provided the guideline to use the CS modifier: <https://www.cms.gov/outreach-and-education/outreachffsprovpartprogprovider-partnership-email-archive/2020-04-10-mlnc-se>.

Amerigroup looks for the CS modifier to identify claims related to evaluation for COVID-19 testing. This modifier should be used for evaluation and testing services in any place of service.

**COVID-19 Vaccine**

**How is Amerigroup reimbursing FDA-Approved COVID-19 Vaccines?**

The cost of COVID-19 FDA-approved vaccines will initially be paid for by the government.

Amerigroup will reimburse for the administration of COVID-19 FDA-approved vaccines in accordance with Federal and State mandates.

Recently, CMS shared (<https://www.cms.gov/files/document/COVID-19-toolkit-issuers-MA-plans.pdf>) that for members of Medicare Advantage plans, the COVID-19 vaccine administration should be billed to the CMS Medicare Administrative Contractor (MAC) using product-specific codes for each vaccine approved. This will ensure that Medicare Advantage members will not have cost-sharing for the administration of the vaccine.

For members of our fully-insured employer and individual plans as well as self-funded plans, Amerigroup will cover the administration of COVID-19 vaccines with no cost share for in- and out-of-network providers, during the national public health emergency.

For members of Medicaid plans, Medicaid state-specific rules and other state regulations may apply.