

## **COVID-19 information from Summit Community Care (February 1, 2021 update)**

Summit Community Care 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.

### **Summary**

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

As a reminder Summit Community Care members have no cost share 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 once available. While a test sample cannot be obtained through a telehealth visit, the telehealth provider can connect members with testing.

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

Summit Community Care members have no cost shares for telehealth visits, including visits for mental health or substance use disorders, for our Medicaid members, where permissible.

#### **Telephonic-only care**

For 90 days effective March 19, 2020, Summit Community Care 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. Exceptions to telephonic-only care 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**

Summit Community Care 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**

#### **Actions taken by Summit Community Care**

#### **What is Summit Community Care doing to prepare?**

\* Summit Community Care is an independent company providing telehealth services on behalf of Summit Community Care.

Summit Community Care 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.

Summit Community Care 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.

### **How is Summit Community Care monitoring COVID-19?**

Summit Community Care 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.

Summit Community Care 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, Summit Community Care 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.

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

Summit Community Care 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.

### **COVID-19 testing**

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

Summit Community Care members have no cost share for the COVID-19 test and associated visits. Test samples may be obtained in many settings including a doctor's office, urgent care, ER or even drive-through testing once available. While a test sample

cannot be obtained through a telehealth visit, the telehealth provider can connect members with testing.

**How is Summit Community Care reimbursing participating hospitals that perform COVID-19 diagnostic testing in an emergency room or inpatient setting?**

Reimbursement for COVID-19 testing performed in a participating hospital emergency room or inpatient setting is based on existing contractual rates. As a reminder, Summit Community Care members have no cost share for COVID-19 test and visits to get the COVID-19 test.

**How is Summit Community Care reimbursing participating hospitals which are performing COVID-19 diagnostic testing in a drive thru testing setting?**

Based on standard AMA and HCPCS coding guidelines, for participating hospitals with a lab fee schedule, Summit Community Care will reimburse drive-thru COVID-19 testing in alignment with Arkansas Department of Human Services coverage and industry standard coding for labs. Participating hospitals without lab fee schedules will follow the same lab testing reimbursement as defined in their facility agreement with Summit Community Care.

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

Prior authorization is not required for diagnostic services related to COVID-19 testing.

**Virtual, telehealth and telephonic care**

**What services are appropriate to provide via telehealth?**

Summit Community Care covers telehealth (video + audio) services for providers who have access to those platforms/capabilities today.

**Will Summit Community Care cover telephone-only services in addition to telehealth via video + audio?**

Summit Community Care is now providing this coverage for 90 days 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. Summit Community Care will cover telephone-only medical and behavioral health services from in-network providers and out-of-network providers when required by state law.

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

Submit Telehealth with the CPT code for the service rendered, place of service (POS) 02, and append either modifier GT.

**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 telehealth (audio and video) for physical, occupational, and speech therapies?**

See separate notice on our website related to Physical, Occupational, Speech Therapy, and Therapy Assistants - <https://provider.summitcommunitycare.com/arkansas-provider/covid-19-updates>.

**Coding, billing and claims**

**Does Summit Community Care 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-Guidance-Interim-Advice-coronavirus-feb-20-2020.pdf>.

**Does Summit Community Care expect any slowdown with claim adjudication because of COVID-19?**

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

**Other**

**Are you aware of any limitations in coverage for treatment of an illness 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.

**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 for the next 90 days, 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.