

March 20, 2020

Re: HPSM COVID-19 Updates

Dear Provider,

As we gear up to face the unprecedented public health challenge of COVID-19, HPSM's goal is to support the critical work you are doing to care for our community. We aim to share timely information and reduce barriers to care as this situation evolves.

Several important updates are below. Please monitor our website (www.hpsm.org/provider/COVID-19) for ongoing updates.

Working with HPSM during the shelter-in-place directive

HPSM will remain open, with reduced and largely remote staff. We are closed to onsite visits (either at provider offices or at HPSM's office) at this time.

Changes to office hours? Please let us know

Please send any changes/updates to your **hours of operation and staffing/capacity** to HPSM Provider Services at psinquiries@hpsm.org. Sharing this information with us will help us continue to connect members to necessary services.

Telemedicine billing guidelines and updates

HPSM reimburses for care delivered via telehealth per DHCS guidelines for the Medi-Cal line of business, and per CMS guidelines for the CareAdvantage Cal MediConnect (dual eligible) line of business. See below for details. Additionally, HPSM has begun covering two new telemedicine codes, including code G2012 which applies to telehealth delivered without video, for **all lines of business**.

Definition: "Telehealth" means the mode of delivering health care services and public health via information and communication technologies to facilitate the diagnosis, consultation, treatment, education, care management and self-management of a patient's health care.

What's new? The following codes are now covered for Medi-Cal, CareAdvantage Cal-MediConnect, HealthWorx and ACE:

- **G2010:** Remote evaluation of recorded video and/or images submitted by an established patient (e.g., store and forward), including interpretation with follow-up with the patient within 24 business hours, not originating from a related e/m service provided within the previous 7 days nor leading to an e/m service or procedure within the next 24 hours or soonest available appointment. Remote evaluation of recorded video and/or images submitted by an established patient.

- **G2012:** Brief communication technology-based service (e.g., virtual check-in), by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related e/m service provided within the previous 7 days nor leading to an e/m service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion.

What other telemedicine codes does HPSM reimburse for?

- **Medi-Cal:** HPSM follows the [DHCS Medi-Cal Telehealth policy](#). Billing is comprised of the appropriate CPT code + 1 of the 2 modifiers listed below + place of service code 02. Please refer to the DHCS policy above for exceptions to coding for FQHCs, RHCs and IHS-MOA clinics.

Modifier 95	For services or benefits provided via synchronous, interactive audio and telecommunications systems, the health care provider bills with modifier 95.
Modifier GQ	For services or benefits provided via asynchronous store and forward telecommunications systems, the health care provider bills with modifier GQ.
Place of Service Code "02"	Place of Service code "02" on the claim indicates that services were provided or received through a telecommunications system.

- **Medicare (CareAdvantage):** Follow the [CMS guidelines](#) for all qualifying telemedicine services for Medicare patients.

Telemedicine billing guidance from DHCS and CMS is changing in light of COVID-19 readiness. HPSM will work to update our website with our most current policies to align with these changes. Please monitor your claims submission and remittance advice and notify us if anything does not appear as expected for reimbursement for these services. Please reach out to the HPSM Provider Services department with any questions.

Changes to authorization requirements

Until further notice, prior authorization is not required for home health care, incontinence supplies and non-emergency medical transportation (NEMT). Please direct these services without delay to members who need them. During this period, an authorization is not required for these services.

SARS-CoV-2 testing

- **If you have access to a commercial laboratory for SARS-CoV-2 testing,** please access that option through your internal processes. You do NOT need to contact San Mateo County Communicable Disease Control to request authorization to test through a commercial laboratory.
- **If you do NOT have access to a commercial laboratory for SARS-CoV-2 testing,** please contact San Mateo County Communicable Disease Control at 650-573-2346 to request authorization to test based on our current testing criteria.
- **Healthcare providers MUST REPORT** to San Mateo County Communicable Disease Control Program ALL positive COVID-19 laboratory testing results from commercial laboratories within one day (24

hours). Please complete and fax a COVID-19 Persons Under Investigation and Case Report Form to 650-573-2919.

- **For more information** about collecting specimens and testing in general, please consult [CDC Evaluating and Testing Persons for Coronavirus Disease 2019 \(COVID-19\)](#).
- **HPSM will cover the whole cost of COVID-19 screening and testing.** HPSM members will not be charged, including any cost-sharing such as co-pays or deductibles.

Update to interpreter services

As of Monday, March 16th, 2020, all in-person interpreter services have been suspended until further notice.

HPSM's telephonic interpreter services vendor, Certified Languages International (CLI), is ramping up resources to meet potential increased needs for telephonic interpreter support.

Telephonic interpreter services continue to be available 24/7 in more than 200 languages. To use telephonic interpreter services for HPSM limited English proficiency (LEP) members, please follow these three steps:

- 1) Call Certified Language Interpreters **1-800-CALL-CLI (1-800-225-5254)**
- 2) Provide the CLI operator with the following information when prompted:
 - Access Code: **64095**
 - Language needed
 - Provider office name
 - HPSM member ID
 - HPSM member date of birth
- 3) Begin your conversation after the CLI operator connects you to the interpreter

HPSM essential services and staffing

In accordance with the most recent public health guidance, only essential HPSM staff members are working onsite, and any staff members who can work remotely are doing so. We are therefore operating with limited staff and focused on performing essential functions. Please hold off sending in Provider Dispute Resolution requests (PDRs) and all paper claims until April 7th, or until further notice. **You can continue to submit electronic claims through eHEALTHsuite.**

For more information on the electronic claims submission process and eHEALTHsuite, please [visit HPSM's website](#).

Timely filing requirements will be lifted until further notice. Please monitor HPSM's website for updates.

Where to find updated information:

HPSM is sharing information on the most recent public health guidance and operational updates on our website: www.hpsm.org/COVID-19.

Thank you for partnering with us to protect the health of San Mateo County residents. Please reach out to me directly with questions or suggestions on how we can support you.

With gratitude for the work you are doing,

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