

March 17, 2020

Re: HPSM COVID-19 Updates

Dear Provider,

Several important updates are below. Please monitor our website (www.hpsm.org) for ongoing updates.

Working with HPSM during the shelter-in-place directive:

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. 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.**

Share Updates with Us:

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 (Including Telephone Visits):

HPSM reimburses for care delivered via telehealth per DHCS guidelines – please see this document for billing guidance: <https://www.dhcs.ca.gov/provgovpart/Pages/Telehealth.aspx>

Additionally HPSM has begun covering additional telehealth codes to support providers, including several codes related to delivering care by telephone without video:

Medicare (CareAdvantage Cal MediConnect):

G2010; Remote evaluation of recorded video and/or images submitted by an established patient
G2012; Brief communication technology-based service, e.g. virtual check-in

Medi-Cal:

Telephone Services w/Physician:

99441 (10 minute telephone visit)
99442 (11-20 minute telephone visit)
99443 (21-30 minute telephone visit)

Telephone Services w/Non-physician:
98966 (10 minute telephone visit)
98967 (11-20 minute telephone visit)
98968 (21-30 minute telephone visit)

Changes to authorization requirements

Prior authorization requirements are temporarily suspended for Home Health Care, incontinence supplies, and NEMT services until further notice.

SARS-CoV-2 Testing:

- 1. 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.
- 2. 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.
- 3. 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) a. Please complete and fax a COVID-19 Persons under Investigation and Case Report Form to 650-573-2919.
- 4. For more information** about collecting specimens and testing in general, please go to CDC Evaluating and Testing Persons for Coronavirus Disease 2019 (COVID-19): <https://emergency.cdc.gov/han/2020/han00429.asp>
- 5. 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:

Beginning Monday, March 16th, 2020 all in-person interpreter services will be suspended.

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 response to the recent public health guidance, HPSM will be operating with limited staff and continue performing essential functions. Please hold off sending in Provider Dispute Resolution requests (PDRs) and all paper claims until April 7th, or until further notice. **Electronic claims can continue to be submitted through eHEALTHsuite.**

For more information on the electronic claims submission process and eHEALTHsuite please visit the HPSM website here: <https://www.hpsm.org/provider/claims/submit-claims>

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

Thank you for partnering with us and helping 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,

Colleen Murphey
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