

## COVID-19 information from Amerigroup Iowa, Inc. (January 5 update)

### Updated to add vaccine information

Amerigroup is closely monitoring COVID-19 developments and how they will impact our customers and our healthcare 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. We will continue to follow all state guidance.

### Summary

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

As always for Amerigroup members, there will be no cost sharing associated with COVID-19 testing. 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 options.

#### Telehealth (video + audio):

As always for Amerigroup members, there will be no cost sharing for telehealth visits, including visits for mental health or substance use disorders.

#### Telephonic-only care

Effective March 19, 2020, through the duration of the pandemic emergency, as defined in each individual market, 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.

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

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

<https://providers.amerigroup.com/IA>

## **Actions taken by Amerigroup**

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

Amerigroup is committed to help provide increased access to care 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.

### **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.

### **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.

## **COVID-19 testing**

### **Will Amerigroup cover COVID-19 testing and visits associated with COVID-19 testing?**

Yes. As always for Amerigroup members, there will be no cost shares 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 Amerigroup 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 inclusive of member cost share amounts waived by Amerigroup for COVID-19 test and visits to get the COVID-19 test.

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

Based on standard American Medical Association (AMA) and HCPCS coding guidelines, for participating hospitals with a lab fee schedule, Amerigroup will recognize the codes 87635 and U0002, and will reimburse drive-through COVID-19 tests according to the lab fee schedule inclusive of member cost-share amounts waived by Amerigroup. Participating hospitals without lab fee schedules will follow the same lab testing reimbursement as defined in their facility agreement with Amerigroup inclusive of member cost share amounts waived by Amerigroup.

### **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.

### **Does Amerigroup require use of a contracted provider for the COVID-19 lab test in order for waiver of the member's cost share to apply?**

Amerigroup will waive member cost shares for COVID-19 lab tests performed by participating and nonparticipating providers.

### **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.

### **Virtual, telehealth and telephonic care**

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

Amerigroup covers telehealth (in other words, video + audio) services for providers who have access to those platforms/capabilities today.

#### **Will Amerigroup cover telephone-only services in addition to telehealth via video + audio?**

Amerigroup now covers telephone-only services 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. We will continue this coverage until the end date of the federal pandemic health emergency, currently set to expire on January 20, 2021, plus a 60-day add-on period which would result in the last available date of March 20, 2021.

#### **What is covered by Amerigroup for virtual care through internet video + audio or telephonic-only care?**

Virtual care will be covered. No cost sharing is required for LiveHealth Online, or for care received from other providers delivering virtual care through internet video + audio services.

#### **Is the Amerigroup vendor, 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.

#### **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 95 or GT.

Effective March 13, 2020, until the end date of the federal pandemic health emergency, currently set to expire on January 20, 2021 plus a 60-day add-on period which would result in the last available date of March 20, 2021, the site of service differential (see IL 1815) with the

place of service 02 will not be applied to telehealth claims during the COVID-19 public health emergency.

**What codes would be appropriate to consider for telehealth (audio and video) for physical, occupational, and speech therapies?**

Effective March 17, 2020, until the end date of the federal pandemic health emergency, currently set to expire on January 20, 2021, plus a 60-day add-on period which would result in the last available date of March 20, 2021, Amerigroup will cover telehealth visits for the following physical, occupational and speech therapies for visits coded with Place of Service (POS) 02 and modifier 95 or GT:

- Physical therapy (PT) evaluation codes 97161, 97162, 97163, and 97164
- Occupational (OT) therapy evaluation codes 97165, 97166, 97167, and 97168
- PT/OT treatment codes 97110, 97112, 97530, and 97535
- Speech therapy (ST) evaluation codes 92521, 92522, 92523, and 92524
- ST treatment codes 92507, 92526, 92606, and 92609

PT/OT codes that require equipment and/or direct physical hands-on interaction and therefore are not appropriate via telehealth include: 97010-97028, 97032-97039, 97113-97124, 97139-97150, 97533, and 97537-97546.

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

Amerigroup 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.

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

**Coding, billing and claims**

**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-Guidance-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>.

**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 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.

**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, until the end date of the federal pandemic health emergency, currently set to expire on January 20, 2021, plus a 60-day add-on period which would result in the last available date of March 20, 2021. 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 healthcare 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 healthcare 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 codes would be appropriate to consider for a telehealth visit?**

For telehealth services rendered by a professional provider, report the CPT®/HCPCS code with Place of Service 02 and also append either modifier 95 or GT.

For telehealth services rendered by a facility provider, report the CPT/HCPCS code with the applicable revenue code as would normally be done for an in-person visit, and also append either modifier 95 or GT.