

COVID-19 information from Amerigroup Community Care

On March 9, 2020, New Jersey Governor Phil Murphy declared a state of emergency and public health emergency through the issuance of Executive Order No. 103 (EO 103) to contain the spread of the coronavirus (COVID-19) pandemic.

Amerigroup is committed to helping our members gain timely access to care and services in a way that places the least burden on the healthcare system. We have established a team of experts to closely monitor developments and how they will impact our members and health care provider partners. Our actions are intended to support the protective measures taken across the country to help prevent the spread of COVID-19 and reduce barriers to seeing a doctor, getting tested and maintaining adherence to medications for long-term health issues.

To help address providers' questions, Amerigroup developed the following updates and frequently asked questions.

Contents:

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COVID-19 testing, visits and treatment

Amerigroup will waive any normally required cost shares for COVID-19 testing and COVID-19 related visits (including visits to determine if testing is needed). Laboratory tests for COVID-19 at both in-network and out-of-network laboratories will be covered. Test samples may be obtained in many settings including a doctor's office, urgent care, drive-thru COVID-19 testing locations (where this is available), and emergency rooms (as is necessary). Prior authorization is not required for diagnostic services related to COVID-19 testing.

As of April 1 2020, Amerigroup also expanded coverage for our members undergoing treatment related to a COVID-19 diagnosis. The expansion covers the waiver of cost shares for COVID-19 treatment received through December 31, 2020. Amerigroup will reimburse health care providers at in-network rates, as applicable, for Medicaid members.

Reporting, testing and specimen collection

Find information about testing here:

https://covid19.nj.gov/pages/testing?gclid=EAlaIqobChMIhLqo6bab6gIVFY3ICh0EVgYeEAAYASABEgKRjFD_BwE.

Diagnostic coding for patients with known or suspected COVID-19

The CDC has provided COVID-19 coding

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

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

We do not have exclusions or limitations on coverage for services for the treatment of illnesses that result from an epidemic or pandemic.

Telemedicine

Effective immediately and for the duration of the public health emergency, Amerigroup will waive cost-share and telehealth technology requirements for members to receive services at their location. Providers are permitted to use alternative technologies for telehealth, such as an audio only telephone or video technology commonly available on smart phones and other devices.

Restrictions on the use of technological devices in telehealth have been relaxed by the USDHHS Office of Civil Rights (OCR), which enforces HIPAA. Providers are responsible for complying with HIPAA and implementing OCR's notification, which is available at <https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>.

Amerigroup will allow participating providers to provide services within benefits limits, authorization limits, medical necessity criteria, and within state and federal regulatory requirements and licensure requirements to the extent appropriate under the standard of care. Services include, but are not limited to:

- PCP and specialty care
- Urgent care
- Outpatient mental health and substance use disorder services
- Nutritional counseling
- Physical, occupational, and speech therapy evaluation and treatment. Services that require equipment and/or direct physical hands-on interaction are not appropriate via telehealth.

Guidance regarding telehealth/telephonic care for Behavioral Health, visit the article titled: *COVID-19 update: New Jersey Guidance for telehealth/telephonic care for behavioral health services* on our [provider website](#) under the COVID-19 News and Resources section.

Billing for telehealth visits

Amerigroup will pay for covered telehealth services with place of service 02 or revenue code 0780, as applicable. Providers should consult with their medical specialty society for coding guidance.

Claims

We are not seeing any impacts to claims payment processing at this time. Amerigroup will continue to administer claims adjudication and payment in line with our benefit plans and state and federal regulations including claims denials, where applicable. Our timely filing requirements remain in place, but Amerigroup is aware of limitations and heightened demands that may hinder prompt claims submission.

Hospital claims audits requiring additional clinical documentation will be limited through June 24, 2020, though Amerigroup reserves the right to conduct retrospective reviews with expanded lookback recovery periods as permitted.

Retrospective utilization management review will also be suspended will also be suspended through June 24, 2020, and Amerigroup reserves the right to conduct retrospective utilization management review of these claims when this period ends and adjust claims as required.

Our Special Investigation Unit will conduct reviews for potential provider fraud, as well as other Program Integrity functions are on going which ensure payment accuracy.

Prescription drugs

Amerigroup is providing coverage for members to have an extra 30-day supply of medication on hand. Members are able to fill a 90 day supply for maintenance medications at a retail pharmacy or through home delivery (mail order).

Provider credentialing

Amerigroup complies with state and federal directives regarding provider credentialing. We will continue to process provider credentialing in accordance with our standard processes and in coordination with the State of New Jersey as may be applicable. If we are unable to verify provider application data due to disruptions to licensing boards and other agencies, we will verify this information when available.

In case of an epidemic or pandemic, how can you ensure that your contracted providers can still provide services?

Amerigroup is committed to working with and supporting its contracted providers. In the event that members do not have appropriate access to network doctors, we will authorize coverage for out-of-network doctors as medically necessary.

Business continuity

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.

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.

Please continue to visit this website regularly, as we will be updating information as it becomes available. Thank you for the work you do for our members, especially during these difficult times.