



**A MESSAGE FROM VIVEK GARG
CHIEF MEDICAL OFFICER, CAREMORE HEALTH**

Coronavirus (COVID-19) Update: March 30, 2020

Dear Valued CareMore Provider:

As the Coronavirus situation evolves, the best way for us to care for your patients is also changing so that we can make sure they're as protected as possible from unnecessary exposure. In light of that, we have temporarily closed our Care Centers and are changing all in-person appointments to telephone or virtual visits. Nevertheless, we want to assure you that whether we're with your patients in person, over the phone, or in a virtual visit, we're still connecting with them, hearing their concerns, and will always deliver the care they need and that you expect from CareMore Health.

Our Extensivists will continue taking care of patients in our network hospitals and SNFs, and will continue to follow the patients' post-discharge plan. We will continue to stay in close contact with you should any of your patients be admitted.

Also, be assured that all CareMore patients can connect with a CareMore clinician to help answer health-related questions and get guidance on the best way to get non-emergency care 7 days a week, 24 hours a day through CareMore Anytime. The number for **CareMore Anytime** is **1-800-589-3148**.

In the meantime, we're contacting all patients who have upcoming appointments, and we'll stay in touch with you to notify your office of any changes.

Telemedicine

- CareMore Health recommends the use of virtual care options when possible, as it can help prevent the spread of COVID-19 and improve access to care. Virtual care is a safe and effective way for members to see a doctor receive health guidance from their homes via smartphone, tablet, or computer.
- Reimbursement will be paid in accordance with the rates in your contract. CareMore Health will be waiving any member cost share for telehealth visits, including visits for mental health. The provider should not bill or collect member cost share for Telemedicine visits.

CareMore Health will be following CMS guidance on Telemedicine. Please reference the chart below, and for more in-depth information, reference <https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>.



Summary of Medicare Telemedicine Services

TYPE OF SERVICE	WHAT IS THE SERVICE?	HCPCS/CPT CODE	Patient Relationship with Provider
MEDICARE TELEHEALTH VISITS	A visit with a provider that uses telecommunication systems between a provider and a patient.	Common telehealth services include: <ul style="list-style-type: none">• 99201-99215 (Office or other outpatient visits)• G0425-G0427 (Telehealth consultations, emergency department or initial inpatient)• G0406-G0408 (Follow-up inpatient telehealth consultations furnished to beneficiaries in hospitals or SNFs) For a complete list: https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes	For new* or established patients. *To the extent the 1135 waiver requires an established relationship, HHS will not conduct audits to ensure that such a prior relationship existed for claims submitted during this public health emergency
VIRTUAL CHECK-IN	A brief (5-10 minutes) check in with your practitioner via telephone or other telecommunications device to decide whether an office visit or other service is needed. A remote evaluation of recorded video and/or images submitted by an established patient.	<ul style="list-style-type: none">• HCPCS code G2012• HCPCS code G2010	For established patients.
E-VISITS	A communication between a patient and their provider through an online patient portal.	<ul style="list-style-type: none">• 99421• 99422• 99423• G2061• G2062• G2063	For established patients.

You can find updates via the CareMore Provider Portal and by using this URL
<https://www.caremore.com/Providers/COVID.aspx>.

Please reach out to your local CareMore Regional Medical Officer if you have any questions. We are available to answer any questions or address any concerns you may have regarding your patients.

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