

Coronavirus (COVID-19) Update: April 6, 2020

Dear Valued CareMore Provider:

As the Coronavirus situation evolves, we will continue to provide updates on our business changes and decisions. Our Care Centers continue to operate using telephonic and virtual visits; we're still connecting with patients, hearing their concerns, and will always deliver the care they need and that you expect from CareMore Health.

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**.

Telemedicine

- CareMore Health continues to recommend the use of virtual care options when possible, as it can help prevent the spread of COVID-19 and improve access to care during this crisis. We will be following CMS guidance for Telemedicine and CMS expanded telemedicine effective March 6, 2020, and will extend coverage through the duration of the COVID-19 public health emergency. Please reference <https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet> for more in-depth information.
- Medicare Telehealth requires the provider to use an interactive audio and video telecommunications system that permits real-time communication between the distant site and the patient at home. Telephone ONLY services are not included in the current CMS guidance for Telehealth.
- CMS allows the use of CPT codes 99201-99215 with a place of service 02 for Telehealth.
- Authorizations for Telemedicine visits with a PCP do not require prior approval.
- Authorizations for Telemedicine visits with a specialist or ancillary provider continue to require prior authorization.
- Please note that CMS has not clarified whether Telehealth services will be utilized to calculate risk scores. Providers should continue to assess, manage, and document a member's conditions regardless of risk adjustment impacts. Documentation should appropriately support any and all services provided. CareMore will communicate risk adjustment updates provided by CMS as they are received.
- Just a reminder reimbursement will be paid in accordance with the rates in your contract. CareMore Health will be waiving any member cost share for telehealth visits during the COVID-19 crisis, including visits for

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mental health. The provider should not bill or collect member cost share for Telemedicine visits. With that said, our providers will not see any cost share or co-pay deducted from their payment.

Access to Testing and Medical Care

CareMore Health will continue to waive member cost-share for the diagnostic test related to COVID-19 as well as for visits associated with in-network COVID-19 testing, whether the care is received in a physician's office, an urgent care center or an emergency department. Effective February 6, 2020, per CMS guidance CareMore Health will not require authorization for COVID-19 testing. We encourage providers to send CareMore members to our contracted laboratories.

Early Prescription Refills

You may experience an increase in early prescription refill requests from pharmacies due to health plan policy changes during the COVID-19 crisis. Your patients should call the number on their health plan ID card to obtain more information.

Authorizations

- CareMore Health will continue to follow our current Authorization process, and services should be recommended by the PCP or the specialty care provider as appropriate. Except for COVID-19 testing and related treatments.

Please continue to submit your service requests by going to CareMore Provider Portal
<https://providerportal.caremore.com/#/login>.

For those providers who do not have internet access, please fax your Request for Prior Authorization to fax number 562-622-3066.

Claims

- CareMore patients can access out-of-network services when authorized and/or for urgently needed services.

Note: This does not change the requirement that all services must be medically necessary nor preclude CareMore from performing post-pay reviews.

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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