

## **COVID-19 information from Amerigroup District of Columbia, Inc.**

Amerigroup is closely monitoring COVID-19 developments and how the novel coronavirus will impact our enrollees and provider partners. Our clinical team is actively monitoring external queries and reports from the Centers for Disease Control and Prevention (CDC) and the Department of Health Care Finance (DHCF) to help us determine what action is necessary on our part. Amerigroup will continue to follow DHCF guidance policies. Please refer to the DHCF's announcement:

[https://dchealth.dc.gov/sites/default/files/dc/sites/doh/publication/attachments/COVID-19\\_HAN\\_20200313\\_Final\\_0.pdf](https://dchealth.dc.gov/sites/default/files/dc/sites/doh/publication/attachments/COVID-19_HAN_20200313_Final_0.pdf)

To help address providers' questions, Amerigroup has developed the following FAQ list:

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

Our clinical teams are actively monitoring external queries and reports from the CDC to help us determine what actions are necessary on our part to further support our stakeholders. Amerigroup has a business continuity plan for serious communicable disease outbreaks, including pandemics, and will be ready to deploy the plan if necessary.

### **How is Amerigroup monitoring COVID-19?**

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 our Virtual Command Center for Emergency Management command, control and communication.

In addition, we have 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.

### **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 at <https://www.cdc.gov/coronavirus/2019-nCoV/hcp/clinical-criteria.html>.

### **What precautions should I take in my office?**

The CDC recommends the following:

[https://www.cdc.gov/coronavirus/2019-ncov/infection-control/control-recommendations.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fhcp%2Finfection-control.html](https://www.cdc.gov/coronavirus/2019-ncov/infection-control/control-recommendations.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fhcp%2Finfection-control.html).

### **How should I code a claim for an enrollee if I believe they have COVID-19?**

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

As of March 6, 2020, the CDC recommends the following related to COVID-19 diagnostic test billing: <https://www.cdc.gov/nchs/data/icd/ICD-10-CM-Official-Coding-Guidance-Interim-Advice-coronavirus-feb-20-2020.pdf>.

**Will Amerigroup cover the cost related to COVID-19 testing and care?**

Amerigroup will cover reasonable enrollee health care costs related to COVID-19.

**Does Amerigroup require 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.

**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 enrollees do not have appropriate access to network providers, we will authorize coverage for out-of-network providers as medically necessary. In addition, Amerigroup will follow DHCF telehealth policies.

**Are there 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.