

## 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. The COVID-19 public health emergency has continued to be extended by Governor Murphy.

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:

- COVID-19 testing, vaccines, related visits and diagnostic services
- Telemedicine
- Claims
- Prescription drugs
- Provider credentialing
- Business continuity

## COVID-19 testing, vaccines, related visits and diagnostic services

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

Amerigroup will reimburse SARS-CoV-2 vaccine administration at current Medicare rates for both in-network and out-of-network physician services. Currently SARS-CoV-2 vaccines are being distributed by the New Jersey Department of Health to approved providers at no charge.

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). 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.

Please visit the New Jersey COVID-19 Information Hub for vaccine information and testing:  
<https://covid19.nj.gov>

## **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>.

## **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.

For information about telehealth/telephonic care for Behavioral Health, please read *COVID-19 update: New Jersey Guidance for telehealth/telephonic care for behavioral health services* on our [provider website](#) under COVID-19 News and Resources.

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

In an effort to ensure payment accuracy, our Special Investigation Unit conducts Program Integrity activities including reviews for potential provider fraud.

## **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 established 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.

**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.**