

## Health Resources & Services Administration Uninsured Program Frequently Asked Questions

### **What is the COVID-19 Uninsured Program?**

The COVID-19 Claims Reimbursement to Health Care Providers and Facilities for Testing and Treatment of the Uninsured Program provides reimbursements on a rolling basis directly to eligible providers for claims that are attributed to the testing and treatment of COVID-19 for uninsured individuals. The program is authorized by the Families First Coronavirus Response Act and the CARES Act.

### **Is Tennessee State Government administering the COVID-19 Uninsured Program?**

No. The program is being administered by UnitedHealth Group through a contract with the U.S. Department of Health and Human Services' Health Resources and Services Administration (HRSA).

### **Where do providers go to register and submit claims?**

Providers who have conducted COVID-19 testing or provided treatment for uninsured individuals with COVID-19 on or after February 4, 2020 can begin the process to file claims for reimbursement for testing and treating the uninsured. Providers can access the portal at <https://coviduninsuredclaim.linkhealth.com/>.

### **What providers are eligible to receive reimbursement through this program?**

Health care providers, including those in Tennessee, who have conducted COVID-19 testing of uninsured individuals or provided treatment to uninsured individuals with a COVID-19 diagnosis on or after February 4, 2020, can request claims reimbursement.

### **Are there providers who are not eligible to receive reimbursement through this program?**

Yes. Any provider who is on the Office of the Inspector General U.S. Department of Health and Human Services List of Excluded Individuals/Entities and/or any provider who has had their Medicare enrollment revoked by the Centers for Medicare & Medicaid Services (CMS) is ineligible to receive funding from the Claims Reimbursement for Testing and Treatment to Health Care Providers and Facilities Serving the Uninsured program.

## Health Resources & Services Administration Uninsured Program Frequently Asked Questions

### What services are eligible for reimbursement?

Reimbursement will be made to eligible providers for qualifying testing for COVID-19 and treatment services with a primary COVID-19 diagnosis as determined by HRSA (subject to adjustment as may be necessary). Some of those services include:

- Specimen collection, diagnostic and antibody testing.
- Testing-related visits including in the following settings: office, urgent care or emergency room or via telehealth.
- Treatment, including office visit (including via telehealth), emergency room, inpatient, outpatient/observation, skilled nursing facility, long-term acute care (LTAC), acute inpatient rehab, home health, DME (e.g., oxygen, ventilator), emergency ambulance transportation, non-emergent patient transfers via ambulance, and FDA-approved drugs as they become available for COVID-19 treatment and administered as part of an inpatient stay.
- FDA-approved vaccine, when available.
- For inpatient claims, date of admittance must be on or after February 4, 2020.

### Are there services not available for reimbursement through this program?

Services not covered by traditional Medicare will also not be covered under this program. In addition, the following services are excluded:

- Any treatment without a COVID-19 primary diagnosis, except for pregnancy when the COVID-19 code may be listed as secondary.
- Hospice services.
- Outpatient prescription drugs.

All claims submitted must be complete and final.

### How do eligible providers receive reimbursement?

Health care providers, including those in Tennessee, who have conducted COVID-19 testing for uninsured individuals or provided treatment to uninsured individuals with a COVID-19 diagnosis on or after February 4, 2020, can request claims reimbursement through the program electronically. Claims will be reimbursed generally at Medicare rates, subject to available funding.

## Health Resources & Services Administration Uninsured Program Frequently Asked Questions

### **How are reimbursement rates determined?**

Reimbursement pricing and policies under this program for eligible services, as determined by HRSA (subject to adjustment as may be necessary). Claims for reimbursement will be priced as described below for eligible services. Reimbursement will be based on current year Medicare fee schedule rates except where otherwise noted and will be based on incurred date of service. For more information on reimbursement rates visit <https://www.hrsa.gov/coviduninsuredclaim/frequently-asked-questions>.

### **What do providers need to do to register to receive reimbursement through the Claims Reimbursement for Testing and Treatment to Health Care Providers and Facilities Serving the Uninsured program?**

To participate, providers must attest to the following at registration:

- They have checked for health care coverage eligibility and confirmed that the patient is uninsured. They have verified that the patient does not have coverage such as individual, employer-sponsored, Medicare or Medicaid coverage, and no other payer will reimburse them for COVID-19 testing and/or care for that patient.
- They will accept defined program reimbursement as payment in full.
- They will agree not to balance bill the patient.
- They will agree to program terms and conditions and may be subject to post-reimbursement audit review.
- All claims submitted must be complete and final and no interim bills or corrected claims will be accepted. There will be no adjustments to payment once claims reimbursements are made.

### **What steps must occur before a provider can receive reimbursement for submitted claims?**

Below are the steps that must occur before a provider will receive reimbursement.

- Enrolling as a provider participant,
- Checking patient eligibility,
- Submitting patient information,
- Submitting claims,
- Receiving payment via direct deposit.

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### **What is the timeline for submitting claims and receiving reimbursement?**

Eligible providers, including those in Tennessee, can begin enrolling in the program as of April 27, 2020. Providers can begin submitting claims on May 6 and can expect to begin receiving reimbursements by mid-May.

### **Do you have to register through the Uninsured Program Portal to receive reimbursement?**

Yes. Tennessee providers must register as an eligible provider through the Uninsured Program Portal. The only way claims will be reimbursed is if they are submitted and remitted electronically through the portal. Paper claims will not be accepted.

### **Where can Tennessee providers go to find more information on the Claims Reimbursement for Testing and Treatment to Health Care Providers and Facilities Serving the Uninsured program?**

Tennessee providers can find more information about the program online at <https://www.hrsa.gov/CovidUninsuredClaim>.