

March 19, 2020

## COVID-19 Member Coverage & Related Claims Information

As the nation and the world grapples with the realities of the coronavirus, physicians and nurses have a unique responsibility and find themselves squarely in the center of the storm. We know this is putting an unprecedented strain on you and others in your practice, and our gratitude for all you are doing to serve our community is beyond words.

As a Medicare Advantage plan, our members are among the most vulnerable, particularly those who are frail and/or living with chronic conditions. Like you, we want to make sure that they get the care they need, when they need it. Toward that end, it is important to keep you fully apprised of what Care N' Care is doing and to provide you with the information you need to navigate through these challenging times.

**Care N' Care is treating COVID-19 as a covered benefit** and is thus waiving the cost sharing for COVID-19 diagnostic testing. This is simply the right thing to do and we applaud the many leading insurance companies around the country who have adopted this policy.

**Care N' Care is waiving the cost sharing for the following services:**

- Waiving cost-sharing for COVID-19 tests
- Waiving cost-sharing for COVID-19 treatments in doctor's offices or emergency rooms and services delivered via telehealth
- Removing prior authorizations requirements related to COVID-19 testing and services
- Waiving prescription refill limits
- Relaxing restrictions on home or mail delivery of prescription drugs
- Expanding access to certain telehealth services

When submitting COVID-19 related claims follow accordingly the CDC guidance on diagnosis coding for the date of service. The CDC has provided **interim coding guidance on which ICD-10 diagnosis codes** to report until a new code becomes effective October 4, 2020.

- For the ICD-10 Interim Code Guideline click [here](#)
- For the new ICD-10 diagnosis code effective October 1, 2020, click [here](#)

Care N' Care is following CMS guidance issued on March 6 which outlines **how to bill for COVID-19 testing**. CMS has issued the newly HCPCS (Healthcare Common Procedure Coding System) codes for laboratory providers to bill when testing for COVID-19:

- HCPCS U0001 is applicable for laboratory testing developed by the CDC.
- HCPCS U0002 is applicable for performing non-CDC laboratory tests.

CNC is working on updating systems to add these new codes. Providers may submit their claims by April 1, 2020 for dates of services after February 4, 2020 with the newly created HCPCS codes U0001 and U0002. You can view other important information [here](#).

**Care N' Care is following the expanded Telehealth policy as announced by President Trump and as issued by CMS.** Telehealth services is temporarily expanding making it easier for providers to connect with our members without a doctor's visit in person. Providers may bill for virtual check-in services by telephone (HCPCS code G2012) or video or image (HCPCS code G2010). Communication via online provider office patient portals can occur over a 7- day period and may be billed using CPT codes 99421-99423 and HCPC codes G2061-G2063 accordingly. You can read about Telehealth services [here](#).

In addition, we are committed to keeping our members – your patients – informed about the coronavirus, what they should do to minimize the risk and when it is appropriate to get tested. **You can read the most recent member alert** [here](#).

We will continue to keep you and our members informed as more information becomes available and as the situation continues to unfold. Thank you again for all you are doing to help keep our community safe and well.

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Have Questions? Contact your Provider Concierge:  
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