

COVID-19 information (June 2021 update)

Please note, this communication applies to Anthem HealthKeepers Plus Medicaid products offered by HealthKeepers, Inc.

Updated to include information about vaccine reimbursement.

HealthKeepers, Inc. is closely monitoring how COVID-19 developments will impact our Anthem HealthKeepers Plus members and our healthcare provider partners. Our clinical team is actively monitoring external queries and reports from the CDC to help us determine what action is necessary on our part.

Due to the financial hardship brought on by the COVID-19 pandemic, HealthKeepers, Inc. removed the copays that normally apply to FAMIS members.

Summary

COVID-19 testing and visits associated with COVID-19 testing

Test samples may be obtained in many settings including a doctor's office, urgent care, ER or even drive-through testing once available. While a test sample cannot be obtained through a telehealth visit, the telehealth provider can help connect members with testing.

Telehealth (video + audio) and telephonic care:

HealthKeepers, Inc. is following guidance from the Department of Medical Assistance Services (DMAS). For the most up-to-date information, please refer to <https://providers.anthem.com/va>.

Frequently asked questions

Actions taken by HealthKeepers, Inc.

What is HealthKeepers, Inc. doing to prepare?

HealthKeepers, Inc. is committed to help provide increased access to care while eliminating costs to help alleviate the added stress on individuals, families and the nation's healthcare system.

These actions are intended to support the protective measures taken across the country to help prevent the spread of COVID-19 and are central to our commitment to remove barriers and support communities through this unprecedented time.

HealthKeepers, Inc. is committed to help our members gain timely access to care and services in a way that places the least burden on the healthcare system. Our actions should reduce barriers to seeing a doctor, getting tested and maintaining adherence to medications for long-term health issues.

<https://providers.anthem.com/va>

How is HealthKeepers, Inc. monitoring COVID-19?

HealthKeepers, Inc. is monitoring COVID-19 developments and what they mean for our associates and those we serve. We are fielding questions about the outbreak from our customers, members, providers and associates. Additionally, our clinical team is actively monitoring external queries and reports from the CDC to help us determine what action is necessary on our part to further support our stakeholders.

We have a business continuity plan for serious communicable disease outbreaks, inclusive of pandemics, and will be ready to deploy the plan if necessary.

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

In addition, HealthKeepers, Inc. has 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.

In case of mass epidemic, how can you ensure that your contracted providers can still provide services?

We are committed to working with and supporting our contracted providers. Our benefits already state that if members do not have appropriate access to network doctors that we will authorize coverage for out-of-network doctors as medically necessary.

COVID-19 testing

Will HealthKeepers, Inc. waive normally required member copays for COVID-19 testing and visits associated with COVID-19 testing?

Due to the financial hardship brought on by the COVID-19 pandemic, HealthKeepers, Inc. will **waive all normally required member copays** for our members. This applies not only to COVID-19 care, but also to care not related to COVID-19 testing and treatment.

Test samples may be obtained in many settings including a doctor's office, urgent care, ER or even drive-through testing once available. While a test sample cannot be obtained through a telehealth visit, the telehealth provider can connect members with testing.

When member cost sharing has been waived as outlined in this FAQ, how does that impact provider reimbursement?

HealthKeepers, Inc. will process the claim as if there is no member cost sharing, as it does, for example, with preventive health services.

How is HealthKeepers, Inc. reimbursing participating hospitals that perform COVID-19 diagnostic testing in an emergency room or inpatient setting?

Reimbursement for COVID-19 testing performed in a participating hospital emergency room or inpatient setting is based on existing contractual rates inclusive of member copays waived by HealthKeepers, Inc.

How is HealthKeepers, Inc. reimbursing participating hospitals which are performing COVID-19 diagnostic testing in a drive through testing setting?

Based on standard AMA and HCPCS coding guidelines, for participating hospitals with a lab fee schedule, we will recognize the codes 87635, 87798, 87631, 87798, 87635, U0001, U0002, U0003, U0004 and U0005 and will reimburse drive-through COVID-19 tests according to the lab fee schedule inclusive of member cost-share

amounts waived by HealthKeepers, Inc. Participating hospitals without lab fee schedules will follow the same lab testing reimbursement as defined in their facility agreement with HealthKeepers, Inc. inclusive of normally applicable member copay amounts waived by HealthKeepers, Inc.

Does HealthKeepers, Inc. require a 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.

Does HealthKeepers, Inc. require use of a contracted provider for the COVID-19 lab test in order for waiver of the member's normally applicable copays to apply?

HealthKeepers, Inc. will waive any normally required member copays for COVID-19 lab tests performed by participating and non-participating providers.

Does HealthKeepers, Inc. require the use of contracted providers for all lab services?

Currently, **only** COVID-19 tests are allowed to be performed by noncontracted providers. All other lab tests should be conducted per current contract, including the use of Labcorp. For the use of noncontracted labs for COVID 19 testing, providers do not need to receive prior authorization. Noncontracted providers will be reimbursed 100% of DMAS rates.

What codes would be appropriate for COVID-19 lab testing?

HealthKeepers, Inc. is encouraging providers to bill with codes U0001, U0002, U0003, U0004, U0005, 86328, 86769, or 87635 based on the test provided.

COVID-19 vaccine

How is HealthKeepers, Inc. reimbursing FDA-Approved COVID-19 Vaccines?

HealthKeepers, Inc. will reimburse for the administration of COVID-19 FDA-approved vaccines in accordance with Federal and State mandates. We will cover the administration of COVID-19 vaccines with no cost share for in- and out-of-network providers, during the national public health emergency, and providers are not permitted under the federal mandate to balance-bill members.

For details please see:

https://providers.anthem.com/docs/gpp/VA_CAID_PU_VaccineReimbursementCOVID19.pdf?v=202104131647.

For members of Medicaid plans, state-specific guidance will be followed. As of the time of this update, Medicaid coverage can be found here:

<https://www.ecm.virginiamedicaid.dmas.virginia.gov/WorkplaceXT/getContent?impersonate=true&id={04B0C70F-0FF2-49FB-8D54-F8597F73F728}&vsId={B0D75376-0000-C913-9F7C-4ABCD6735534}&objectType=document&objectStoreName=VAPRODOS1>

Virtual, telehealth and telephonic care

HealthKeepers, Inc. is following guidance from the DMAS. For the most up-to-date information, please refer to <https://providers.anthem.com/va>.

What codes would be appropriate to consider for a telehealth visit?

For telehealth services rendered by a professional provider, report the CPT[®]/HCPCS code with Place of Service 02.

For telehealth services rendered by a facility provider, report the CPT/HCPCS code with the applicable revenue code as would normally be done for an in-person visit.

Coding, billing and claims

What diagnosis codes would be appropriate to consider for a patient with known or suspected COVID-19?

The CDC has provided coding guidelines related to COVID-19: <https://www.cdc.gov/nchs/data/icd/ICD-10-CM-Official-Coding-Guidance-Interim-Advice-coronavirus-feb-20-2020.pdf>.

What CPT/HCPCS codes would be appropriate to consider for the administration of a COVID-19 vaccines?

CMS has provided coding guidelines related to COVID-19 vaccines:

<https://www.cms.gov/medicare/medicare-part-b-drug-average-sales-price/covid-19-vaccines-and-mono-clonal-antibodies>

What diagnosis codes would be appropriate to consider for a patient with known or suspected COVID-19 for services where a member's cost shares are waived?

The CDC has provided coding guidelines related to COVID-19 <https://www.cdc.gov/nchs/data/icd/COVID-19-guidelines-final.pdf>.

Does HealthKeepers, Inc. expect any slowdown with claim adjudication because of COVID-19?

We are not seeing any impacts to claims payment processing at this time.

Other

Do the guidelines contained in this FAQ apply to members enrolled in the HealthKeepers, Inc. -affiliated health plans in states living in another BCBS Plan's service area?

Guidance specific to Medicaid can be found at <https://providers.anthem.com/va>.

Are you aware of 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.

Should providers who are establishing temporary locations to provide healthcare services during the COVID-19 emergency notify HealthKeepers, Inc. of the new temporary address?

Providers do not need to notify HealthKeepers, Inc. of temporary addresses for providing healthcare services during the COVID-19 emergency. Providers should continue to submit claims specifying the services provided using the provider's primary service address along with your current tax ID number.

If you have any questions about this communication, call Anthem HealthKeepers Plus Provider Services at **800-901-0020**.