

MA Health Plan - COVID-19 Response

Clinicians are caring for patients across populations, including many with Medicare Advantage (MA) plan coverage. This provides a summary of the waivers and additional services the major MA carriers have put in place, as of 3/31/2020.

Health Plan	Expanded Services/Benefits	Provider Processes/Updates	Member Resources
<p>United Healthcare MA</p>	<p>Fully covered virus testing for MA, Medicaid, and commercial employer-sponsored plan members</p> <p>Fully waived cost-sharing for in-network, non-COVID-19 telehealth visits for its fully-insured MA, Medicaid, commercial employer-sponsored members</p> <p>Early prescription refills if members have the OptumRx pharmacy benefit; delivery also available for OptumRx</p> <p>24/7 emotional support phone line</p>	<p>COVID-19 Testing Guidance</p> <p>Diagnosis Codes and Claims Guide for COVID-19</p> <p>All non-COVID-19 claims processing, payment, and credentialing processes will remain the same</p>	<p>Coronavirus FAQ</p>
<p>Aetna/CVS</p>	<p>Fully covered virus testing for all members</p> <p>Fully covered telehealth visits until June 4, 2020 for all members</p> <p>Fully waived cost-sharing for inpatient admissions at all in-network facilities for the treatment of COVID-19 or any health complications associated with COVID-19</p> <p>Free care package if diagnosed with COVID-19, including resources, personal care items, and household supplies</p> <p>Early prescription refills and free CVS pharmacy prescription delivery from March 9, 2020 to May 1, 2020</p> <p>Free crisis support phone line</p>	<p>Coronavirus Provider FAQ</p> <p>Fully waived initial precertification/prior authorization to post-acute care facilities (including SNF and extended acute rehab) and long-term acute care hospitals for commercial and MA plans for a period of 30 days, beginning March 25, 2019</p> <p>Updated Telehealth Guide to include behavioral health services (includes service and revenue codes)</p> <p>Updated CPT codes for COVID-19 testing and treatment (available in provider FAQ)</p>	<p>Coronavirus FAQ</p>

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<p>Humana MA</p>	<p>Fully covered virus testing for MA, Medicaid, and commercial employer-sponsored plan members</p> <p>Fully covered telehealth visits for urgent care needs for the next 90 days for MA, Medicaid, and commercial employer-sponsored plans</p> <p>Early prescription refills for the next 30 days, allowing 30- or 90-day supply as appropriate</p> <p>Member support phone line</p>	<p>Diagnosis Codes and Claims Guide for COVID-19</p> <p>Updated Telehealth policies - includes expansion of service scope and reimbursement; expansion of communication channels (temporarily allowing audio-only); expansion of cost-share waivers; expansion of</p> <p>Claims processing and payment will remain the same</p> <p>Credentialing - waiving site visit requirements, approving out-of-state provider practice, placing a hold on the decredentialing process</p>	<p>Coronavirus Best Practices Guide</p> <p>Coronavirus Assessment Tool</p>
<p>Cigna</p>	<p>Fully waived cost sharing for COVID-19 FDA-approved testing for all MA and Individual and Family Plans (IFP)</p> <p>Fully waived cost-sharing for COVID-19 visits with in-network providers, whether at a provider's office, urgent care center, emergency room, or via virtual care, through May 31, 2020</p> <p>Waived cost sharing for all COVID-19 treatment through May 31, 2020. Treatment coverage consistent with Medicare.</p> <p>Waived cost-sharing for telehealth screening/risk assessment for COVID-19; non-COVID-19 telehealth is also available through May 31, 2020, but cost-sharing may apply</p>	<p>Cigna's Response Guide</p> <p>Updated Telehealth policies - Cigna will allow providers to bill a standard face-to-face visit for all telehealth visits; providers will be reimbursed consistent with face-to-face rates, additional billing code for 5-10 min. phone conversations with patients</p> <p>Special billing guidance, including additional code for COVID-19 related services effective through at least May 31, 2020; includes cost-share waived for virtual screenings, lab tests</p> <p>All non-COVID-19 claims processing, payment, and credentialing processes will remain the same</p>	<p>Coronavirus Resource Center</p>