

COVID-19 information (June 9 update)

Dell Children's Health Plan is closely monitoring COVID-19 developments and how they will impact our customers and our health care provider partners. Our clinical team is actively monitoring external queries and reports from the Centers for Disease Control and Prevention (CDC) to help us determine what action is necessary on our part.

To help address care providers' questions, Dell Children's Health Plan has developed the following frequently asked questions:

What is Dell Children's Health Plan doing to prepare?

Dell Children's Health Plan 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 health care 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.

Dell Children's Health Plan 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.

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

Dell Children's Health Plan will provide benefits for Medicaid and CHIP members for COVID-19 testing and visits associated with the COVID-19 test (including visits to determine if testing is needed). Medicaid members never have out-of-pocket costs for covered benefits. Any normally required copay for CHIP members will be waived. Test samples may be obtained in many settings including a doctor's office, urgent care, ER or even drive-thru testing once available. While a test sample cannot be obtained through a telehealth visit, the telehealth provider can connect members with testing.

Telephonic-only care

Effective March 19, 2020, until September 30, 2020 Dell Children's Health Plan will cover telephonic-only visits with in-network providers. Out-of-network coverage will be provided if state required, until June 14, 2020. This includes covered visits for mental health or substance use disorders and medical services. Exceptions include chiropractic services and physical,

occupational, and speech therapies, and any services that require physical contact with the patient. These services require face-to-face interaction and therefore are not appropriate for telephone-only consultations.

Prescription coverage

Dell Children's Health Plan is also providing coverage for members to have an extra supply of medication on hand. We are encouraging members to switch from a 30-day supply to a 90-day supply.

Frequently asked questions:

Will Dell Children's Health Plan waive member cost share for COVID-19 testing and visits associated with COVID-19 testing?

Dell Children's Health Plan will waive any normally required CHIP copay for the COVID-19 test and associated visits. Medicaid members do not have copay requirements. 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.

What services are appropriate to provide via telehealth?

- Dell Children's Health Plan covers telehealth (i.e., video + audio) services for providers who have access to those platforms/capabilities today.
- Effective March 19, 2020, until September 30, 2020, Dell Children's Health Plan will cover telephone-only medical and behavioral health services from in-network providers and out-of-network providers when required by law until June 14, 2020. There will be no cost to the member for these services.

Will Dell Children's Health Plan cover telephone-only services in addition to telehealth via video + audio?

Dell Children's Health Plan is now providing this coverage effective March 19, 2020, until September 30, 2020, to reflect the concerns we have heard from providers about the need to support continuity of care for members during extended periods of social distancing. Dell Children's Health Plan will cover telephone-only medical and behavioral health services from in-network providers and out-of-network providers when required by state law. There will be no cost to members for these services. Exceptions include chiropractic services, physical, occupational, and speech therapies. These services require face-to-face interaction and therefore are not appropriate for telephone-only consultations.

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 and append modifier 95.

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, and also append modifier 95.

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

Dell Children's Health Plan is encouraging providers to bill with codes U0001, U0002, U0003, U0004, 86328, 86769, or 87635 based on the test provided.

How is Dell Children's Health Plan monitoring COVID-19?

Dell Children's Health Plan is monitoring COVID-19 developments. Additionally, our clinical team is actively monitoring external queries and reports from the CDC to help us determine what, if any, action is necessary on our part to further support our stakeholders.

Does Dell Children's Health Plan have recommendations for reporting, testing and specimen collection?

The CDC updates these recommendations frequently as the situation and testing capabilities evolve. See the latest information from the CDC: <https://www.cdc.gov/coronavirus/2019-nCoV/hcp/clinical-criteria.html>.

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>.

Does Dell Children's Health Plan 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.

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

Dell Children's Health Plan is committed to working with and supporting its contracted providers. Our benefits already state that if members do not have appropriate access to network doctors we will authorize coverage for out-of-network doctors as medically necessary.

Are you aware of any limitations in coverage for treatment of an illness that is part of an epidemic?

There are no limitations on coverage for services for the treatment of illnesses that result from an epidemic.

Does Dell Children's Health Plan expect any slowdown with claim adjudication because of COVID-19?

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