

# COVID-19 Reimbursement Panel Discussion UNCUT



Today's Panelist are...

- Ronda Buhrmester-Senior Director of Payer Relations & Reimbursement
- Wayne van Halem –President of The van Halem Group
- Dan Fedor- Director of Reimbursement and Education
- Craig Douglas- Vice President of Payer Relations



# Implications of NCDs/LCDs during the Public Health Emergency (PHE) per IFR

Clinical indications/coverage criteria **suspended temporarily during the PHE**

## Product Categories

- NCD 240.2 Home Oxygen
- NCD 240.4 Continuous Positive Airway Pressure for Obstructive Sleep Apnea
- LCD L33800 Respiratory Assist Devices (ventilators for home use)
- NCD 240.5 Intrapulmonary Percussive Ventilator
- LCD L33797 Oxygen and Oxygen Equipment (for home use)
- NCD 190.11 Home Prothrombin Time/International Normalized Ratio (PT/INR) Monitoring for Anticoagulation Management
- NCD 280.14 Infusion Pumps
- LCD L33794 External Infusion Pumps
- NIV

Clinical indications/coverage criteria must be met

## Product Categories

- Manual Chairs
- Hospital Beds
- Nebs
- HFCWO
- NPWT
- PCD
- Support Surfaces
- Prosthetic, Orthotics
- Supplies (ostomy, catheters, wound)

- In person visit/face to face **IS required as it's a statutory requirement**
- In person visit may be conducted via telehealth (audio and video)
- Clinical indications/coverage criteria must be met

## Product Categories

- Power Mobility Devices (PMDs)
- Therapeutic Shoes for Diabetes

*Let's be good stewards, this is our time to shine as an industry. Please do not abuse the situation, we do not want any more stringent guidelines as well as audits.*



# Telehealth

CMS has used language that has caused confusion regarding use of telehealth for DMEPOS Orders

Fact Sheet from March 13<sup>th</sup> describes “Virtual Services”

- Telehealth – Audio and Video
- Virtual check-ins – Audio or Video
- E-visits – Through patient portals
- Fact Sheet from March 30 included a section on Telehealth
  - “Providers also can evaluate beneficiaries who have audio phones only.”



# Telehealth

IFC also dated March 30

- § 410.78(a)(3) states that telephones, facsimile machines, and electronic mail systems do not meet the definition of an interactive telecommunications systems (ITS) for purposes of Medicare telehealth services.
- Does not apply to devices that include audio and video real-time interactive capabilities, even though such devices are now referred to colloquially as “phones” since they can also be used for audio-only telecommunications.
- Exception - For the duration of the PHE, ITS means multimedia communications equipment that includes, at a minimum, audio ***and*** video equipment permitting two-way, real-time interactive communication between the patient and distant site physician or practitioner.



# Telehealth

FAQ released on April 9, 2020

- **Question:** Can practitioners provide Medicare telehealth services using their phones?
- **Answer:** Yes, for ***use of certain phones***. Section 1135(b)(8) of the Social Security Act allows the Secretary to authorize use of ***telephones that have audio and video capabilities*** for the furnishing of Medicare telehealth services during the COVID-19 PHE...



# Face-to-Face

- A telehealth visit can satisfy a F2F requirement
- It is unclear as of now whether a virtual check in will meet the requirements of a F2F
- But remember, there is no F2F during the PHE
- It is just an issue of how CMS goes about requalifying these patients
  - Will virtual check-ins satisfy F2F requirements?



# CARES Act Stimulus Programs Summary Tool

[https://www.vgm.com/coronavirus/government-  
cms-updates/economic-stimulus-programs--  
covid19-resource-tool/](https://www.vgm.com/coronavirus/government-cms-updates/economic-stimulus-programs--<br/>covid19-resource-tool/)



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Normal Bad Good Neutral Calculation Check Cell Explanatory... Followed Hy... Hyperlink Input

Insert Delete Format AutoSum Fill Clear Sort & Find & Filter Select Ideas

G5 The initial \$10,000 Emergency Advance does not need to be paid back. If your EIDL is for an amount above \$10,000, the amount above \$10,000 will need to be repaid at 3.75% interest. Apply through SBA, not through banks.

Program Name	Application Required?	Amount of Financial Aid Available to an individual business	Who is eligible?	Where did the program come from?	Is this a loan?	Does the money need to be paid back?	Link #1	Link #2	Link #3
Provider Relief Fund/HHS Payments	No	Varies - based on how much your business billed to Medicare FFS in 2019 <b>UPDATE on 4/22: Additional funds may be added by COVID 3.5 stimulus package</b>	All facilities and providers that received Medicare fee-for-service (FFS) reimbursements in 2019	CARES Act	No	No, as long as you satisfy the stipulations spelled out in the program	<a href="https://www.hhs.gov/provider-relief/index.html">https://www.hhs.gov/provider-relief/index.html</a>	<a href="https://www.hhs.gov/sites/default/files/relief-fund-payment-terms-and-conditions-04132020.pdf">https://www.hhs.gov/sites/default/files/relief-fund-payment-terms-and-conditions-04132020.pdf</a>	
Paycheck Protection Program	Yes	The lesser of 2.5 times your monthly average payroll and \$10M <b>UPDATE on 4/22: Additional \$310B to be added by COVID 3.5 stimulus package</b>	Businesses with 500 or fewer employees that have been negatively impacted by COVID-19	CARES Act	Yes	No if you use the money properly, Yes if any use of the funds is inconsistent with program guidelines	<a href="https://www.sba.gov/funding-programs/loans/coronavirus-relief-options/paycheck-protection-program-ppp#section-header-12">https://www.sba.gov/funding-programs/loans/coronavirus-relief-options/paycheck-protection-program-ppp#section-header-12</a>	<a href="https://www.sba.gov/sites/default/files/2020-04/Final%20PPP%20FAQs%20for%20Lenders%20and%20Borrowers%204-8-20-0.pdf">https://www.sba.gov/sites/default/files/2020-04/Final%20PPP%20FAQs%20for%20Lenders%20and%20Borrowers%204-8-20-0.pdf</a>	
Economic Injury Disaster Loans (EIDL) Emergency Advance	Yes	\$10,000 for the Emergency Advance (The EIDL itself can be for up to \$2,000,000, and amount approved is based on amount of economic injury suffered) <b>UPDATE on 4/22: Additional \$60B to be added by COVID 3.5 stimulus package</b>	Businesses with 500 or fewer employees that are experiencing a temporary loss of revenue related to COVID-19	CARES Act	Yes	The initial \$10,000 Emergency Advance does not need to be paid back. If your EIDL is for an amount above \$10,000, the amount above \$10,000 will need to be repaid at 3.75% interest. Apply through SBA, not through banks.	<a href="https://www.sba.gov/funding-programs/loans/coronavirus-relief-options/economic-injury-disaster-loan-emergency-advance">https://www.sba.gov/funding-programs/loans/coronavirus-relief-options/economic-injury-disaster-loan-emergency-advance</a>	<a href="https://www.sba.com/funding-a-business/government-small-business-loans/eidl/">https://www.sba.com/funding-a-business/government-small-business-loans/eidl/</a>	
Medicare Accelerated/Advance Payment Program	Yes	Varies, up to 3 months worth of Medicare payments	Medicare enrolled providers who are in good standing with	The program has been available for quite some time, but they have revised it slightly	Yes, the funds need to be paid back to or recouped by	Yes, CMS will begin to apply claims payments to offset the accelerated/advance payments 120 days after	<a href="https://www.cms.gov/newsroom/press-releases/cms-approves-approximately-34-billion-providers-">https://www.cms.gov/newsroom/press-releases/cms-approves-approximately-34-billion-providers-</a>	<a href="https://www.cms.gov/files/document/Accelerated-and-Advanced-Payments-Fact-">https://www.cms.gov/files/document/Accelerated-and-Advanced-Payments-Fact-</a>	



# Payer Changes Summary Tool

- <https://www.vgm.com/coronavirus/billing-reimbursement/healthplanpolicychanges/>



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Clipboard: Paste, Cut, Copy, Format Painter

Font: Calibri, 20, Bold, Italic, Underline, Text Color, Background Color

Alignment: Wrap Text, Merge & Center

Number: General, Currency, Percentage, Decimals

Styles: Normal, Bad, Good, Neutral, Calculation, Check Cell, Explanatory..., Followed Hy..., Hyperlink, Input

Cells: Insert, Delete, Format

Editing: AutoSum, Fill, Clear, Sort & Filter, Find & Select, Ideas

A2 Health Plan Policy Changes for COVID-19



### Health Plan Policy Changes for COVID-19

Payer	Link to Payer's Summary of COVID-19 related guidelines and policy changes
Aetna	<a href="http://www.aetna.com/cpb/medical/data/1_99/0002.html">http://www.aetna.com/cpb/medical/data/1_99/0002.html</a>
Aetna	<a href="https://www.aetna.com/content/dam/aetna/pdfs/aetnacompriorauthorizationnotification.pdf">https://www.aetna.com/content/dam/aetna/pdfs/aetnacompriorauthorizationnotification.pdf</a>
AllWays	<a href="http://resources.allwayshealthpartners.org/Provider/PPG/Telemedicine-Covid-19StateofEmergencyTelemedicinePolicy.pdf">http://resources.allwayshealthpartners.org/Provider/PPG/Telemedicine-Covid-19StateofEmergencyTelemedicinePolicy.pdf</a>
AllWays Healt Partners	<a href="https://info.allwayshealthpartners.org/covid19-faq">https://info.allwayshealthpartners.org/covid19-faq</a>
Amerihealth	<a href="https://provcomm.amerihealth.com//ah/Pages/Home.aspx">https://provcomm.amerihealth.com//ah/Pages/Home.aspx</a>
AmeriHealth Caritas	<a href="https://www.amerihealthcaritaspa.com/provider/covid-19.aspx">https://www.amerihealthcaritaspa.com/provider/covid-19.aspx</a>
Anthem	<a href="https://www.anthem.com/ca/coronavirus/">https://www.anthem.com/ca/coronavirus/</a>
Anthem	<a href="https://ir.antheminc.com/news-releases/news-release-details/anthem-waives-cost-share-covid-19-treatment?field_nir_news_date_value[min]=">https://ir.antheminc.com/news-releases/news-release-details/anthem-waives-cost-share-covid-19-treatment?field_nir_news_date_value[min]=</a>
Anthem (Cost Share Waived)	<a href="https://providernews.anthem.com/colorado/article/anthem-waives-cost-share-for-covid-19-treatment-7">https://providernews.anthem.com/colorado/article/anthem-waives-cost-share-for-covid-19-treatment-7</a>
Anthem Blue Cross Blue Shield	<a href="https://providernews.anthem.com/colorado/article/information-from-anthem-for-care-providers-that-perform-aba-services-during-covid-19-8">https://providernews.anthem.com/colorado/article/information-from-anthem-for-care-providers-that-perform-aba-services-during-covid-19-8</a>
Arise Health Plan/WPS	<a href="https://secure.wecareforwisconsin.com/documents/Providers/Coverage%20Policy%20Bulletins/Telehealth%20Telemedicine%20COVID-19%20Temporary.pdf">https://secure.wecareforwisconsin.com/documents/Providers/Coverage%20Policy%20Bulletins/Telehealth%20Telemedicine%20COVID-19%20Temporary.pdf</a>
Arizona Medicaid	<a href="https://www.azahcccs.gov/AmericanIndians/Downloads/Consultations/Meetings/2020/SpecialTCCOVID19EmergencyFederalAuthReq.pdf">https://www.azahcccs.gov/AmericanIndians/Downloads/Consultations/Meetings/2020/SpecialTCCOVID19EmergencyFederalAuthReq.pdf</a>
AvMed	<a href="https://www.avmed.org/documents/20182/4380806/Coronavirus+Response+%28Refresh%29_V7+%2803-27-2020%29.pdf/927e7c1a-ffc7-4048-8d37-442e422a925f">https://www.avmed.org/documents/20182/4380806/Coronavirus+Response+%28Refresh%29_V7+%2803-27-2020%29.pdf/927e7c1a-ffc7-4048-8d37-442e422a925f</a>
BCBS Federal Employees Program (FEP)	<a href="https://www.fepblue.org/get-care/telehealth">https://www.fepblue.org/get-care/telehealth</a>
BCBS HMSA Hawaii HI	<a href="https://hmsa.com/help-center/covid-19-coverage-changes/">https://hmsa.com/help-center/covid-19-coverage-changes/</a>
BCBS of Alabama	<a href="https://providers.bcbsal.org/portal/web/pa/resources/-/resource/viewArticle/XBPIOAUGB?frm=alabamablue.com">https://providers.bcbsal.org/portal/web/pa/resources/-/resource/viewArticle/XBPIOAUGB?frm=alabamablue.com</a>
BCBS of Arizona	<a href="https://www.azblue.com/coronavirus/medicare/telemedicine">https://www.azblue.com/coronavirus/medicare/telemedicine</a>
BCBS of Colorado	<a href="https://providernews.anthem.com/colorado/article/information-from-anthem-for-care-providers-about-covid-19-updated-march-20-2020">https://providernews.anthem.com/colorado/article/information-from-anthem-for-care-providers-about-covid-19-updated-march-20-2020</a>
BCBS of Illinois	<a href="https://www.bcbsil.com/provider/education/2020/2020_04_02.html">https://www.bcbsil.com/provider/education/2020/2020_04_02.html</a>
BCBS of Illinois - Telehealth	<a href="https://www.bcbsil.com/provider/education/2020/2020_03_28.html">https://www.bcbsil.com/provider/education/2020/2020_03_28.html</a>
BCBS of Louisiana LA	<a href="https://www.bcbsla.com/-/media/Medical-Policies/2017/04/27/20/01/ImmuneProphylaxisforRespiratorySyncytialVirus.pdf">https://www.bcbsla.com/-/media/Medical-Policies/2017/04/27/20/01/ImmuneProphylaxisforRespiratorySyncytialVirus.pdf</a>
BCBS of Massachusetts MA	<a href="https://www.bluecrossma.com/Provider/covid-19.html?ICID=covid_NS">https://www.bluecrossma.com/Provider/covid-19.html?ICID=covid_NS</a>
BCBS of Michigan MI	<a href="https://www.bcbsm.com/content/dam/public/shared/documents/coronavirus/provider/alerts/clinical-alerts-req-suspended.pdf">https://www.bcbsm.com/content/dam/public/shared/documents/coronavirus/provider/alerts/clinical-alerts-req-suspended.pdf</a>
BCBS of Michigan MI	<a href="https://www.bcbsm.com/content/dam/public/shared/documents/coronavirus/provider/alerts/outpatient-psychiatric-centers.pdf">https://www.bcbsm.com/content/dam/public/shared/documents/coronavirus/provider/alerts/outpatient-psychiatric-centers.pdf</a>
BCBS of Michigan MI	<a href="https://www.bcbsm.com/content/dam/public/shared/documents/coronavirus/provider/telehealth-behavioral-health-providers.pdf">https://www.bcbsm.com/content/dam/public/shared/documents/coronavirus/provider/telehealth-behavioral-health-providers.pdf</a>
BCBS of Michigan MI	<a href="https://www.bcbsm.com/content/dam/public/shared/documents/coronavirus/provider/alerts/authorization-duration-changes.pdf">https://www.bcbsm.com/content/dam/public/shared/documents/coronavirus/provider/alerts/authorization-duration-changes.pdf</a>
BCBS of Minnesota	<a href="https://www.bluecrossmn.com/about-us/newsroom/coronavirus-how-we-are-responding-covid-19">https://www.bluecrossmn.com/about-us/newsroom/coronavirus-how-we-are-responding-covid-19</a>
BCBS of Minnesota MN	<a href="https://www.bluecrossmn.com/about-us/newsroom/news-releases/blue-cross-and-blue-shield-minnesota-accelerates-80-million-advance">https://www.bluecrossmn.com/about-us/newsroom/news-releases/blue-cross-and-blue-shield-minnesota-accelerates-80-million-advance</a>



What can we help you find?



Resources for physicians, administrators and healthcare professionals

### Diagnostic Radiology (Diagnostic Imaging) +

### Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) -

To help our members access the critical supplies they need and streamline operations for providers during this national emergency, UnitedHealthcare is making changes to several durable medical equipment, prosthetics, orthotics and supplies (DMEPOS) processes and provisions. The following provisions for prior authorization, reimbursement of recurring supplies and proof of delivery are effective for Medicare Advantage, Medicaid and Individual and Group Market health plan members, with dates of delivery from March 31, 2020, until May 31, 2020. Coverage and payment is subject to member's benefit plan and the provider's contracts.

#### Prior Authorization

- For all COVID-19 discharges to home-based care requiring a respiratory assist device or a ventilator, the vendor can deliver on notification only to UnitedHealthcare for codes E0471, E0465, E0466 and E0467 for up to three months from time of delivery. Notification is requested and the claim must be submitted with the appropriate modifiers and diagnosis code (ICD-10). After the three-month period, a prior authorization will be required.
- For orders involving COVID-19-related oxygen requests, oxygen can be delivered without prior authorization and does not need to meet current clinical criteria.
- Where possible, we're eliminating Face-To-Face evaluation requirements for the ordering provider for DMEPOS:
  - For prior authorizations for services that were completed before Oct. 1, 2019, a new prior authorization is required. Provider may complete a Face-To-Face assessment via [telehealth](#).
  - For prior authorizations for services that were completed on Oct. 1, 2019, or later, UnitedHealthcare is extending prior authorizations through Sept. 30, 2020.
  - For new DMEPOS prior authorizations, providers may complete a Face-To-Face assessment via telehealth.
- DMEPOS evaluation requirements remain in effect for complex rehab technology (CRT) and orthotics and prosthetics. However, vendors may use their own technology, if available, to minimize in-person contact.
- Prior authorization is not required for a DMEPOS repair when the claim uses the repair modifier.
- Consistent with existing policy, prior authorization is not required for breast pumps.

#### Reimbursement – Recurring Supplies

- The following changes to recurring supply processes will help maintain member supplies:
  - For initial orders, we'll reimburse beyond 30 days to cover a 30- to 45-day supply depending on packaging.

Feedback

# Questions



# Thank you!



Ronda Buhrmester, CR  
Sr. Director of Payer Relations & Reimbursement  
The VGM Group  
217-493-5440  
[Ronda.Buhrmester@vgm.com](mailto:Ronda.Buhrmester@vgm.com)

Wayne H. van Halem, CFE, AHFI  
President  
The van Halem Group – A Division of VGM Group, Inc  
404 | 343 | 1815 (office)  
803 | 238 | 2684 (cell)  
[Wayne@vanHalemGroup.com](mailto:Wayne@vanHalemGroup.com)

Dan Fedor  
Director of Reimbursement and Education,  
The VGM Group - U.S. Rehab  
(570) 499-8459 | [dan.fedor@vgm.com](mailto:dan.fedor@vgm.com)  
[Dan.fedor@vgm.com](mailto:Dan.fedor@vgm.com)

Craig Douglas  
Vice President of Payer and Member Relations  
The VGM Group  
Office: 877-218-2825  
Cell: 319-290-3535  
[craig.douglas@vgm.com](mailto:craig.douglas@vgm.com)

