BUHP COVID-19 Provider Update

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Today's Agenda

1. General overview
2. Testing
3. Disaster Planning
4. Procedures and PPE
5. AHCCCS
6. Access to Care
7. Telehealth
8. Health Plan
9. Resources

General overview

- Appreciative of what everyone is going through
- Please support community mitigation strategies
- 95% of the Insurance Division/BUHP workforce is now working from home to help flatten the curve
- Telehealth Expansion
- Please update your staff on recommendations
- This situation is fluid and changes daily. PLEASE check resource links for the most up-to-date information.

Testing

- The State Disaster Medical Advisory Committee testing stance prioritizes testing in the inpatient environment.
  - Healthcare workers, first responders and employees identified as critical infrastructure personnel with COVID-19 symptoms
  - Individuals living in congregate setting with symptoms of COVID-19
  - Individuals hospitalized with respiratory symptoms
  - Community-based COVID-19 testing should be focused on making tests available to the three priority groups above

- Expect on-going changes as more testing comes on line, but it is imperative to conserve PPE.

- Banner Test Sites Phone Number: 844-549-1851

Disaster Planning

- Banner anticipates we will have critical staffing needs for physicians and APPs
- Need to backfill for caregivers that become ill or need a day off
- Given office volumes are down at some practices, this could help generate some revenue for those sites with multiple providers
- Currently creating HOSPITALIST and INTENSIVIST roster
- Other positions are on hold for now
- Encourage ambulatory IM and FM providers to sign up at:
- https://forms.office.com/Pages/ResponsePage.aspx?id=0tzqra86NUiycx6-incm8VJK0VuMQWhOhZ_EdFczaeJUMVlJUEY4UTFRNzJCWVFIOVMzT0xRNDlJSSQlQCN0PWcu

Procedures and PPE

- Local public health department is the contact regarding PPE shortage
- AZ Dept of Health Services COVID-19 PPE Recommendations:

https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/infectious-diseases-services/coronavirus/covid-19-ppe-guidance.pdf

- Elective Procedures
  - Use of Resources and PPE
  - Potential Complications
  - No longer allowed under Executive Order
  - https://www.cms.gov/files/document/31820-cms-adult-elective-surgery-and-procedures-recommendations.pdf
    - "To reduce the risk of spread and to preserve PPE, we are recommending that all non-essential dental exams and procedures be postponed until further notice"
    - Expect this to be fluid as pandemic evolves

AHCCCS

- https://azahcccs.gov/AHCCCS/AboutUs/covid19FAQ.html
  - Updated Daily
  - Great resource

- Relaxing telephonic care requirements; codes and modifiers available on-line

- Meeting regularly with MCOs

Access to care

- Telemedicine
  - Plan how to manage chronically ill patients and do acute visits as possible
  - AHCCCS and CMS loosening telehealth restrictions
  - May help with cancellations
  - A great deal of guidance on AHCCCS website

- Pharmacy
  - Refill too soon edits relaxed
  - Many medications no longer require PA
  - Encourage Rx delivery services where available

- PYX application to help with education and social isolation
  - Link available on BUHP websites
  - Available to all members

Telehealth-AHCCCS

- 1. (updated 4/1/20) Question: Are telehealth services covered by AHCCCS?

- **Answer:** Yes, AHCCCS covers all forms of telehealth services including asynchronous (store and forward), remote patient monitoring, teledentistry, and telemedicine (interactive audio and video).

- As per AHCCCS Medical Policy Manual 320-I:
  - There are no AHCCCS restrictions for where the provider is located when providing services via telehealth.
    - In addition to utilizing current AHCCCS registered providers, Arizona was authorized by CMS on March 23rd to provisionally and temporarily enroll providers who are enrolled with another State Medicaid Agency or Medicare for the duration of the public health emergency.

- For more information about telehealth services, please see this March 20, 2020 presentation, or visit the AHCCCS Medical Policy Manual 320-I Telehealth and the AHCCCS Telehealth Code Set.

- AHCCCS will present a Telehealth webinar on April 9, 2020 at 2 p.m.

- 2. (added 4/1/20) Question: Question: Can all AHCCCS covered services be delivered via telehealth (including telephonic) and reimbursed by AHCCCS?

- **Answer:** All services that are clinically able to be furnished via telehealth modalities will be covered by AHCCCS throughout the course of the COVID-19 emergency. Ultimately, it is up to the treating provider to follow clinical best practices and use clinical judgement to determine what services can reasonably be provided via telehealth versus what services must be provided in-person. All scope of practice, coding, and documentation requirements still apply to services delivered via telehealth. For more detail about medical coding please see the Medical Coding Resources web page.

Telehealth-CMS

- Update to CMS guidelines 3/30/2020

- Building on prior action to expand reimbursement for telehealth services to Medicare beneficiaries, CMS will now allow for more than 80 additional services to be furnished via telehealth. During the public health emergencies, individuals can use interactive apps with audio and video capabilities to visit with their clinician for an even broader range of services. Providers also can evaluate beneficiaries who have audio phones only.

- These temporary changes will ensure that patients have access to physicians and other providers while remaining safely at home.

- https://www.cms.gov/newsroom/press-releases/trump-administration-makes-sweeping-regulatory-changes-help-us-healthcare-system-address-covid-19

Health Plan

- Prior Authorization
  - Extending window for procedures to 180 days from 90 days
  - Communicate issues or problems

- Care and Case Management
  - Processes continuing
  - Continue to work with high need and more vulnerable members
  - Outreach and education

- Care Transitions
  - IMPERATIVE TO FREE UP RESOUCES AS MUCH AS POSSIBLE
  - Acute-SNF/IPR-Home
  - Continue to work with resources on bandwidth

- Take Care of the Patient

Resources

- BUHP
  - https://www.banneruhp.com/

- BHN
  - www.Bannerhealthnetwork.com

- AHCCCS FAQ Site
  - https://azahcccs.gov/AHCCCS/AboutUs/covid19FAQ.html

- CMS Toolkit
  - https://www.cms.gov/outreach-education/partner-resources/coronavirus-covid-19-partner-toolkit

- Other Resources
  - www.cdc.gov
  - www.azdhs.gov
  - https://azcher.org/covid19/
  - https://www.maricopa.gov/5491/Healthcare-Provider-Guidance

- Questions?
  - BCCMCOVID19Questions@bannerhealth.com

Thank you