

March 20, 2020

Important COVID-19 Notification

This advisory covers COVID-19 testing, Telehealth Services, Pharmacy Coverage, Extension of Prior Authorizations for Elective Procedures and Services, and Travel & Non-Emergency Transportation Services for our AlohaCare QUEST Integration (Medicaid) and AlohaCare Advantage Plus (Medicare Special Needs Plan) plans. **Please refer to our Plan Publications section of our website www.alohacare.org for important updates to this notification.**

COVID-19 Testing

Laboratory Testing Codes: The following codes should be used for COVID-19 testing. A lab order from a member’s Primary Care Practitioner or treating physician is required to receive testing.

*There is no member cost share or copay for these services.

Laboratory Testing Codes	Definition
U0001	Reported for coronavirus testing using the Centers for Disease Control and Prevention (CDC) 2019 Novel Coronavirus Real Time RT-PCR Diagnostic Test Panel.
U0002	Reported for validated non-CDC laboratory tests for SARS-CoV-2/2019-nCoV (COVID-19).
87635	Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2)

Diagnoses Codes: The following ICD-10 codes should be used for COVID-19 testing.

ICD-10 Codes	Definition
B97.21	SARS-associated coronavirus as the cause of diseases classified elsewhere
B97.29	Other coronavirus as the cause of diseases classified elsewhere.
J12.89	Pneumonia case confirmed due to the 2019 novel coronavirus (COVID-19)
J20.8	Acute bronchitis due to other specified organisms
J22	Unspecified acute lower respiratory infection
J40	Bronchitis, not specified as acute or chronic
J80	Acute respiratory distress syndrome
J98.8	Other specified respiratory disorders
U07.1	2019-mCoV acute respiratory disease
Z03.818	Encounter for observation for suspected exposure to other biological agents ruled out
Z20.828	Contact with and (suspected) exposure to other viral communicable diseases
Signs and Symptoms Diagnoses	
R05	Cough
R06.02	Shortness of breath
R50.9	Fever, unspecified

****Note:** Diagnostic codes J12.89 through J98.9 should be billed in conjunction with diagnosis code B97.29



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Telehealth & Virtual Communication Services

AlohaCare provides coverage for specific telehealth services and virtual check-ins related to COVID-19 to promote safe access and timely delivery of care for both our members and providers. Please note that some of these codes are not routinely eligible for benefit coverage but are being recognized for reimbursement at this time in response to the COVID-19 pandemic.

- Telehealth services – Refer to AlohaCare’s [Telehealth Reference and Payment Policy](#)
- Virtual communication – see below for the codes for virtual communication.

HCPCS Code	Description
G2010	Remote evaluation of recorded video and/or images submitted by an established patient (e.g., store and forward), including interpretation with follow-up with the patient within 24 business hours, not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment
G2012	Brief communication technology-based service, e.g., virtual check-in, by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5- 10 minutes of medical discussion
CPT Codes	Description
99091	Collection and interpretation of physiologic data (eg, ECG, blood pressure, glucose monitoring) digitally stored and/or transmitted by the patient and/or caregiver to the physician or other qualified health care professional, qualified by education, training, licensure/regulation (when applicable) requiring a minimum of 30 minutes of time, each 30 days
99446	Inter-professional telephone/Internet/electronic health record assessment and management service provided by a consultative physician, including a verbal and written report to the patient's treating/requesting physician or other qualified health care professional; 5-10 minutes of medical consultative discussion and review
99447	Inter-professional telephone/Internet/electronic health record assessment and management service provided by a consultative physician, including a verbal and written report to the patient's treating/requesting physician or other qualified health care professional; 11-20 minutes of medical consultative discussion and review
99448	Inter-professional telephone/Internet/electronic health record assessment and management service provided by a consultative physician, including a verbal and written report to the patient's treating/requesting physician or other qualified health care professional; 21-30 minutes of medical consultative discussion and review
99449	Inter-professional telephone/Internet/electronic health record assessment and management service provided by a consultative physician, including a verbal and written report to the patient's treating/requesting physician or other qualified health care professional; 31 minutes or more of medical consultative discussion and review
99451	Inter-professional telephone/Internet/electronic health record assessment and management service provided by a consultative physician, including a written report to the patient's treating/requesting physician or other qualified health care professional, 5 minutes or more of medical consultative time



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99452	Inter-professional telephone/Internet/electronic health record referral service(s) provided by a treating/requesting physician or other qualified health care professional, 30 minutes
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Additionally, the following procedure codes are currently covered telehealth services:

- 99421 – 99422 (relating to online evaluation and management services)
- 99453 – 99454 and 99457 – 99458 (relating to remote patient monitoring)

The Office of Civil Rights (OCR), which enforces the HIPAA privacy and security provisions, is permitting covered health care providers to use popular applications that allow for video chats, including Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, or Skype, to provide telehealth services without risk that OCR might seek to impose a penalty for noncompliance with the HIPAA Rules related to the good faith provision of telehealth during the COVID-19 nationwide public health emergency. Providers are encouraged to notify patients that these third-party applications potentially introduce privacy risks, and providers should enable all available encryption and privacy modes when using such applications. (Access the full notice through this link: <https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>).

Pharmacy Benefits

AlohaCare will ensure formulary flexibility if there are shortages or access issues. Members will not be responsible for additional charges related to obtaining a non-preferred medication if the preferred medication is not available due to shortage or access issues.

If members are displaced or impacted by social distancing measures, we will provide point-of-sale overrides to allow early refills or fills at out-of-network pharmacies, as needed. A request must be sent to AlohaCare’s Pharmacy Department for this override.

AlohaCare QUEST Integration

Effective March 18, 2020, AlohaCare covers a 90-day supply of maintenance medications, once the member is eligible for a refill at the pharmacy and there are refills available on the prescription. Normally, AlohaCare only covers a 30-day supply. This will not require an override or a prior authorization request.

Additionally, members may obtain a 7-day supply of a medication that would usually require a prior authorization, if the dispensing pharmacist determines that the member requires an emergency supply and cannot wait for a prior authorization. The pharmacy can manually enter this override at the point-of-sale.

For members who were previously hospitalized or are being discharged from the hospital, AlohaCare will cover up to a 10-day supply of discharge medications without a prior authorization, if authorization is normally required. This will allow members time to follow-up with their physicians and obtain all necessary prior authorizations, if needed, for subsequent refills. Please contact AlohaCare’s Pharmacy Department at 808-973-7418 for an override.

AlohaCare Advantage Plus



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We will continue to cover a 90-day supply of maintenance medications, consistent with a member's plan benefits, once the member is eligible for a refill at the pharmacy and there are refills available on their prescription.

Please direct members to call our Customer Care line with any questions at:

- 973-6395 or 1-866-973-6395 (toll-free) for Medicare Part D members
- 973-0712 or 1-877-973-0712 (toll-free) for AlohaCare QUEST Integration members

Check <https://health.hawaii.gov/news/category/corona-virus/> for the most current COVID-19 updates from the Hawaii Department of Health.

If you have any questions, please call AlohaCare's Pharmacy Department at: 808-973-7418.

Extension of Prior Authorizations (PA) for Elective Procedures & Medical Services

AlohaCare will automatically extend previously approved prior authorizations for elective procedures (e.g., ASC procedures) and services (e.g., MRIs, DME) that have yet to be performed and would have expired between March and May 2020. We will update the PA in our system and issue a new authorization letter with the extended approved date, minimally through September 30, 2020.

Approval time frames for new prior authorization requests for elective procedures and services will also be extended to allow planning and scheduling flexibility during this time.

Travel & Non-emergency Transportation Services

Nationally as well as in Hawaii, health professionals and government officials are issuing a strong message of sheltering-in-place as a best practice to promote the safety of the community. During this challenging time, we are requesting that providers consider whether face-to-face medical visits that require the use of non-emergency medical ground and/or air travel to medical appointments are essential.

If appropriate, instead of a face-to-face visit, please consider and take advantage of telehealth services (as presented above) to follow-up with and provide medical management to your patients.

Although AlohaCare is able to extend the approved PAs for upcoming scheduled medical procedures or services, schedule changes for any approved ground and/or air transportation services require that the previous arrangements be cancelled and rescheduled by AlohaCare staff to reflect the **actual** new date of service.

Please inform AlohaCare as soon as possible of appointment cancellations or schedule changes for procedures and services that **include** air and/or non-emergency ground transportation. You may notify us in the following ways:

- If cancelling a service and NOT rescheduling at this time, call our TCSS Department at 808-973-1657 (select option 2), or toll free at 1-877-973-1657 (select option 2). We will cancel the PA for the travel/transportation services.
- If rescheduling a service for a later time, please complete a new Referral, Authorization, and Notification (RAN) form with the new dates of service and submit through the AlohaCare fax



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line at 808-973-0676 or 1-888-667-0680. Upon receipt, we will make travel arrangements for our members that correspond with the new service date. We will inform our member and transportation providers (e.g., airlines and non-emergency medical transportation) of the changes to their travel and/or transportation arrangements.

Additional Resource References:

Hawaii Medicaid:

- <https://medquest.hawaii.gov/content/dam/formsanddocuments/provider-memos/qi-memos/qi-memos-2017/QI-1702A-FFS-17-01A.pdf>
- <https://medquest.hawaii.gov/content/dam/formsanddocuments/provider-memos/qi-memos/qi-memos-2017/QI-1702A-FFS-17-01A-ATTACHMENT-A.pdf>

CMS Resources

- Coronavirus (COVID-19) Partner Toolkit <https://www.cms.gov/outreach-education/partner-resources/coronavirus-covid-19-partner-toolkit>

Public Resources:

- www.hawaiicovid19.com