



Dear Providers,

This special newsletter summarizes the emails and communications concerning COVID-19 from the past two weeks. The Department knows providers will have many questions about COVID-19 and will post updates on policies, codes and other important information on the new [COVID-19 Information for Health First Colorado and CHP+ Provider and Case Managers web page](#). The new web page will be frequently updated with resources and guidance on COVID-19 as information becomes available.

## COVID-19 Hot Topics

### Colorado interChange Updated to Receive HCPCS Codes for 2019 Novel Coronavirus (COVID-19) Laboratory Tests

Effective March 20, 2020, the Colorado interChange has been updated to receive and process claims billed with new HCPCS codes U0001 and U0002 for dates of service on or after February 4, 2020. Providers who test members for the 2019 Novel Coronavirus (COVID-19) using the Centers for Disease Control and Prevention (CDC) 2019 Novel Coronavirus Real Time RT-PCR Diagnostic Test Panel may bill using code U0001. Providers may use code U0002 to bill for non-CDC laboratory tests for COVID-19.

Billing with these specific codes will allow for better tracking of the public health response for COVID-19. Rates for U0001 and U0002 can be found on the [Provider Rates & Fee Schedule web page](#) under Health First Colorado Fee Schedule drop-down.

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### New ICD-10 Code for COVID-19

The new ICD-10 code U07.1 for the diagnosis of COVID-19 has been released but will not become effective until April 1, 2020. The Colorado interChange is being updated to accept claims billed with this new ICD-10 code. More information will be provided in future communications.

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### Temporary Authorization of Telemedicine Services During COVID-19 State of Emergency

The Department is aware that there are many questions surrounding telemedicine and more FAQs will be sent out soon in a future communication.

Place of service code 02 is anticipated to be completed in the Colorado interChange and ready for provider use in the coming days.

Providers should indicate telehealth by using the GT modifier on the claim. Prior authorizations should reflect the accurate modifier and place of service; however, existing authorizations do not need to be revised to add them.

Throughout the COVID-19 state of emergency, Health First Colorado (Colorado's Medicaid Program) is temporarily expanding its telemedicine policy to authorize the following:

1. Expanding the definition of telemedicine services to include telephone only and live chat modalities. Services that are allowed to be provided by telemedicine under the existing policy will no longer be restricted to an interactive audiovisual modality only. Providers may deliver the allowable telemedicine services by telephone or via live chat. All other general requirements for telemedicine services, such as documentation and meeting same standard of care, still need to be met.
2. Authorizing Federally Qualified Health Centers (FQHCs), Rural Health Clinic (RHCs) and Indian Health Services to bill encounters for telemedicine visits. For the duration of the COVID-19 state of emergency, Health First Colorado is allowing telemedicine visits to qualify as billable encounters for Federally Qualified Health Centers (FQHCs), Rural Health Clinic (RHCs), and Indian Health Services (IHS).

Services allowed under telemedicine may be provided via telephone, live chat, or interactive audiovisual modality for these provider types.

3. Adding specified Physical Therapy, Occupational Therapy, and Home Health, Hospice and Pediatric Behavioral Therapy services to the list of eligible interactive audiovisual telemedicine services. Health First Colorado has expanded the list of providers eligible to deliver telemedicine services to include physical therapists, occupational therapists, hospice, home health providers and pediatric behavioral health providers. Services delivered by these provider types require an interactive audiovisual connection to the member; they cannot be provided using telephone only or live chat. Services allowed under telemedicine may be provided via telephone or interactive audiovisual modality for these provider types." per the web page.

For more information, visit the [Telemedicine - Provider Information web page](#).

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### **Behavioral Health Providers and Telemedicine Services During COVID-19 State of Emergency**

For behavioral health providers, telemedicine is covered under the capitated behavioral health benefit administered by the Regional Accountable Entities (RAEs). Behavioral health providers should contact their RAE for guidance.

Visit the [Accountable Care Collaborative Phase II web page](#) for more information.

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### **Guidance for Surgical Providers to Delay Non-Essential Surgery due to COVID-19**

The Centers for Medicare & Medicaid Services (CMS) announced that all elective surgeries, non-essential medical, surgical and dental procedures be delayed during the 2019 Novel Coronavirus (COVID-19) outbreak. Health First Colorado (Colorado's Medicaid Program) is advising providers to follow this guidance:

- [CMS COVID-19 Elective Surgeries and Non-Essential Procedures Recommendations](#)

For a complete and updated list of CMS actions and other information specific to CMS, visit the [Current Emergencies website](#).

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### **COVID-19 Guidance for Prescribers**

Throughout the COVID-19 state of emergency, Health First Colorado is updating the prescription drug policy to authorize the following:

- Prescription Refills and Early Refills
- Emergency Refill
- Maintenance Medications (100-Day Supply)
- Prescription-Required Cough and Cold Products
- Other Prescription and Over-the-Counter (OTC) Medications
- Providers Serving (Medicare-Medicaid) Dual-Eligible Members

For more information on these new policies, refer to the [COVID-19 Guidance for for Prescribers](#) letter.

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## **Featured COVID-19 Provider Resources**

### **Operations During the COVID-19 State of Emergency**

DXC Technology (DXC), the Department's fiscal agent, continues to be fully functional during this time of the COVID-19 state of emergency and has implemented procedures to comply with social distancing while continuing to serve providers.

Providers are strongly encouraged to utilize all electronic options for claims submissions including claims with attachments. All attachments can be sent via the Provider Web Portal. For assistance on sending attachments, voids or adjustments, contact the Provider Services Call Center at 1-844-235- 2387.

## Home & Community Based Service Provider Resources

The following provider resources are available on the [COVID-19 Information for Health First Colorado and CHP+ Provider and Case Managers web page](#):

### Guidance for Case Managers

- [Operational Memo HCPF OM 20-022](#) – This memo outlines temporary operational changes related to Critical Incident Reporting for COVID-19. Issued 3/19/2020
- [Operational Memo HCPF OM 20-019](#) – This memo outlines temporary operational changes to requirements for members' functional eligibility paperwork. Issued 3/14/2020
- [Operational Memo HCPF OM 20-018](#) – This memo outlines temporary operational changes to requirements for face-to-face member contact and assessment authorizations. Issued 3/14/2020

### Long-Term Services and Supports Webinars and Memos

- [COVID-19 LTSS Provider Presentation](#) – 3/18/2020
- [Operational Memo HCPF OM 20-021](#) - This memo informs HCBS therapy service providers and case management agencies of action required when a HCBS provider agency temporarily closes operations. Issued 3/17/2020.
- [Operational Memo HCPF OM 20-020](#) - This memo informs HCBS therapy service providers and case management agencies of temporary and optional changes to the provision of therapy services. Issued 3/17/2020.
- [Operational Memo HCPF OM 20-017](#) – This memo provides guidance on health and safety measures for long-term care and congregate settings. Issued 3/13/2020.
  - COVID Screening Questions, Staff and Visitors Form
- [Informational Memo HCPF IM 20-015](#) – This memo updates PASRR on COVID-19 procedures. Issued 3/13/2020.
- [Guidance for CDASS Participants](#) – This memo provides guidance to CDASS participants. Issued 3/13/2020.
- [Guidance for Adult Day Services](#) – This memo provides guidance for Adult Day, Day Habilitation and Brain Injury Day Treatment providers. Issued 3/15/2020.

*Please do not reply to this email; this address is not monitored.*