



COVID-19: Information for Providers

Updated March 26, 2020

How has the Alliance responded to member inquiries about COVID-19?

To address commonly asked questions from members, the Alliance has developed a [flyer](#) which is posted on our website. We have also provided our member-facing staff with talking points to help them answer questions. We will continue to update these documents as new information becomes available.

If members think they may have contracted COVID-19, what guidance is the Alliance providing them?

Members are encouraged to contact their provider to discuss their symptoms and next steps. If members are unable to reach their provider, we are encouraging them to contact the Alliance's 24-hour Nurse Advice Line (NAL) to speak to a registered nurse.

How is the Alliance supporting patient consultations over the phone, including telehealth?

We will work with our providers to ensure that we are supporting the provision of medically necessary care. We understand that some providers are providing patient consultations over the phone (including telehealth, if appropriate) to minimize potential virus exposure. The codes typically billed for telephone consultations include 98966-98968, 99441-99443, G2010 and G2012. Not all telehealth codes currently have a Medi-Cal rate. The Alliance is committed to reimbursing for these services and will provide future information regarding payment when available. For now, please submit all applicable encounters following standard claims submission

guidelines. We stand with you during this unprecedented time and are here to answer any questions you may have.

How should providers handle COVID-19 testing?

Members have been instructed to contact their provider if they believe they may have been exposed to or have contracted COVID-19. Members are also being informed that they will not be charged co-pays or cost sharing for medically necessary screening and testing for COVID-19 where the purpose of the visit is to be screened and/or tested for COVID-19.

We are aware that there are concerns about the availability of COVID-19 testing and the process for testing. We remain in close contact with local health departments as they assess their resources and develop plans for testing. The Alliance will update providers once additional information is available.

How should providers bill for COVID-19 testing?

New codes are being put in place and we will update providers as soon as we have that information available. For a listing of contracted labs, providers may reference the Alliance Provider Directory or contact their provider services representative.

How should members fill their prescriptions during this time?

Members are encouraged to be sure they have at least a 30-day supply of their prescriptions on hand. In addition, providers should remind members that they can receive a 90-day supply, including free standard delivery, for most prescription medications mailed to them through



MedImpact Direct. To setup mail order for medications, they may also visit <https://www.medimpactdirect.com/> or call 855-873-8739.

In addition, Walgreens and CVS pharmacies are now offering free delivery for all eligible medications. Members are being encouraged to talk to their pharmacist or call their local Walgreens or CVS for more information.

Is the Alliance continuing to conduct in-person provider visits during this time?

We understand that providers are extremely busy as they focus on providing patient care. In order to support our providers in prioritizing member access to care and to follow social distancing guidelines, we have suspended in-person provider visits. All interactions and provider follow-up discussions will occur by webinar, phone and email. All provider relations efforts will focus on supporting our providers in the most efficient way possible during this time.

Is the Alliance remaining open during the outbreak?

Yes, we are maintaining business operations. Our mission is to ensure our members in Monterey, Santa Cruz and Merced counties continue to access needed health care. Over 320,000 Medi-Cal members rely on the services we provide, and our commitment to these people will not waver despite this public health crisis. However, to help reduce exposure to the illness and to maintain social distancing requirements, the public areas and member service counters for the Central California Alliance for Health are currently closed.

In order to maintain social distancing requirements, effective March 17, we have transitioned to fulltime work from home for employees currently setup to work remotely. Fortunately, the Alliance has already

had a robust work-life balance program already in place, allowing work from home opportunities for over three-quarters of our workforce. This approach has well-prepared us to seamlessly support business operations and provide member and provider support in times of crisis. In addition, The Alliance has a business continuity plan in place to maintain business operations and continue providing core services in the event of a mandatory public health quarantine.

How will the Alliance provide materials to members?

If members need hard copies of materials, Alliance staff will mail copies or send electronic links as requested.