

COVID-19

Update: January 11, 2021

Provider Audience: Individual Under 65, Small Group, Large Group & Medicare

Florida Health Care Plans (FHCP) is actively engaged in the COVID-19 public health emergency and is committed to supporting our members and our communities as this difficult situation evolves. Accordingly, FHCP is pursuing the following initiatives:

COVID-19 Testing and Treatment through **April 21, 2021:**

- In Volusia, Flagler and Seminole counties, Members who meet testing criteria as established by the Center for Disease Control (CDC) are strongly encouraged to go to one of FHCP's COVID-19 testing locations for testing. FHCP testing sites will give our members results and will **include treatment recommendations and follow-up** care if necessary. For a list of the locations please visit <https://www.fhcp.com/for-providers>.

CDC testing criteria includes having symptoms suggestive of COVID-19, such as cough, fever or congestion, or having a close exposure to someone known to have COVID-19.

- In Brevard county, for Members who meet testing criteria as established by the CDC, Quest has an available test 39448 which can be ordered by providers able to collect specimens using a nasopharyngeal and/or oropharyngeal swab. The testing kits can be ordered from Quest. The test for COVID-19 must be ordered on a separate requisition from other tests. Members may also go to a number of network providers who perform COVID-19 testing, including multiple urgent care locations.
- In St. Johns county, for Members who meet testing criteria as established by the CDC, Quest has an available test 39448 which can be ordered by providers able to collect specimens using a nasopharyngeal and/or oropharyngeal swab. The testing kits can be ordered from Quest. The test for COVID-19 must be ordered on a separate requisition from other tests. Members may also go to a number of network providers who perform COVID-19 testing, including multiple urgent care locations.
- FHCP is waiving the cost share for the treatment of COVID-19 of any Member with a positive COVID-19 diagnosis. This cost share waiver includes in-patient and observation hospital admissions that are for the purposes of treating COVID-19.

COVID 19 Vaccine:

- Florida Health Care Plans will be offering a COVID-19 vaccine to members at some point in the future. FHCP is actively attempting to obtain a supply of the vaccine. To date, however, we do not have access to the vaccine, nor do we have a clear timeline as to when the vaccine will be available.

Members who elect to get the vaccine from the Florida Department of Health or another agency, will be required to get their second dose from that same source. Members may be directed to the link below for vaccine information in their counties.

<https://www.fhcp.com/documents/Referral-Guidelines/PROVIDER-REFERRAL-GUIDE-VF.pdf>

Telemedicine:

- Members continue to have access to FHCP employed Primary Care Physicians, Behavioral Health Providers, and Specialist Provider at \$0 cost for virtual visits with such FHCP employed providers if the doctor has the virtual visit capability.
- To ensure FHCP members who need care and can better focus on their health, FHCP has also put in place the following from March 15,2020 through **April 21, 2021:**
 - Doctor-on-Demand general medical telehealth visits will be a \$0 cost share for our Small Group, Large group, Individual Under 65, and Medicare members.
 - FHCP will allow all non-staff Primary Care Physicians, Behavioral Health Providers, and Specialist Providers to provide virtual visits with Members if they have telemedicine capabilities which ***include a video component***. Members will be responsible for their normal office visit cost share for virtual visits.
 - FHCP will allow urgent care facilities to provide virtual visits with Members if they have telemedicine capabilities which ***include a video component***. Members will be responsible for their normal office visit cost share for virtual visits.
 - FHCP will allow Intensive Outpatient Programs (IOP) and Partial Hospitalization Program (PHP) providers to provide virtual visits with Members if they have telemedicine capabilities which ***include a video component***. Members will be responsible for their normal office visit cost share for virtual visits.

Pharmacy Services through April 21, 2021:

- In response to CDC guidelines of encouraging individuals who are ill or at higher risk for COVID-19 to remain home, Members may fill prescriptions and have them mailed with free shipping.
- In addition, FHCP is waiving early refill limits on 30 Day prescription medications.

Claims through April 21, 2021:

- FHCP will work closely with providers and physicians to ensure Members are not balance billed for any covered services related to COVID-19 treatment.
- All Claims that result in a Member being sent for a test or require in office/facility collection must be billed with modifier 'CS' on every line of the claim.
- Claims must be submitted with place of service '02' and have a '95' or 'GT' modifier.

Should you have any questions regarding this bulletin, please contact R.Hemphill@FHCP.com