



Catalyst

Care Alert

CATALYST COVID-19 STRATEGY

This is an evolving health alert and protocols will be continually updated

Updated: 03/25/2020

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GENERAL UPDATES

URGENT

Reports from across the network indicate a significant impact from the Shelter-in-Place orders. Practices are reporting appointment volume decreases up to 50-70%.

What can you do today to maintain your practice volume?

- **Expand your virtual visit capabilities** to include more appointment types. In addition to triage for potential COVID-19 patients, **utilize virtual visits for the following:**
 - **New patients** (could make up 40-50% of visits according to reports from harder hit areas)
 - **Urgent care**
 - **Chronic disease** management
 - **Annual Wellness Visits**
 - **Mental Health**
 - Routine **med refill** (avoid simply approving a refill when a visit would normally be scheduled)
 - **Lab follow-up** (avoid simply approving a refill when a visit would normally be scheduled)
- **Let your patients know you are available for them.** As a healthcare worker, you have been inundated with information about telehealth. You also understand that your practices are considered an essential business during the shelter-in-place order. **Your patients do not have the same understanding.** Network practices are reporting patients are not aware their doctor's offices are open during the isolation orders.
 - If you can send **email campaigns** to your patients let them know you are open and available for them. **DO IT NOW**
 - Post information on your **website** about your virtual visits and clinic operations. Make the message **specific to the shelter-in-place order** so it leaves no uncertainty.
 - **Utilize your portal** to communicate to your patients
 - **Update your phone system** voice messages
 - **Utilize idle staff.** Conduct **recall campaigns** for your chronic disease patients who may be avoiding a trip to the doctors office but are due for their follow-up visits
 - **NOTE:** In the last week, Catalyst has developed the technology to perform **text message campaigns**. It is now possible for Catalyst to send text messages to all your patients and let them know that, despite the shelter-in-place orders, you are open and available to care for their healthcare needs.

Starting today, we are offering this **free service** to all Catalyst members. If you are interested, please contact your Performance Advocate or reach out via **info@catalysthealthnetwork.com**

Please share other ideas with us and we will include in Friday's care alert.

CDC/HHS UPDATES

MESSAGE FROM THE ADMINISTRATION

Notes from Dr Bullard's call with **CMS Administrator Seema Verma, Ambassador Deborah Birx, MD, and ADM Brett Giroir, MD (3/24/2020):**

- Continued emphasis is being placed on providing access to care during the pandemic. **Additional waivers** and rules **around telehealth** are expected later this week. Waivers related to care in the **rural and skilled nursing settings** will be of particular interest to many of our clinics in East and Central Texas
- The Administration is continuing to **push for payment parity across all payers**. CMS has no control over employer-funded plans. There is a shared understanding and agreement that parity across all payers will be necessary for the survival of physician practices.
- **Foam swabs are now approved** for testing, including self-swabbing. Large quantities of these swabs are available, the transport media, however, is not. Labs are working to find solutions to expand our testing capacity.
- The FDA approved the **first rapid coronavirus diagnostic test**. The test was developed by Cepheid and takes 45 min to complete. A maximum of 60k tests will be available over the next week. The rapid test will be used for patients who are already in the hospital or the emergency room.
- CMS is working with the AMA to provide **additional telemedicine coding guidance** resources. They intend to make those resources available ASAP

- The announcement that virtual visits can be done using a platform that has both **audio and video** capabilities **or** using **audio alone** was reinforced
- **Medicare Advantage plans must follow CMS rules**

NETWORK SHOUTOUTS

Working together and staying strong during the COVID-19 Pandemic It's what we do!!!

Another huge thanks to Dr. Huber and his church community for the PPE donations to our Network. Dr. Trevor Huber of Modera Clinic in Little Elm recorded this video. His church, Fellowship Church, agreed to air [this video](#) before each of their services through the week. Thanks to Dr. Huber and Fellowship Church!

Keller Family Medical Clinic, Kristi Gill: Donated 25 COVID-19 Testing Kits



CLINICAL CONSIDERATIONS

CATALYST CENTRALIZED TESTING SITE UPDATE

Our COVID-19 centralized testing sites in North Texas are running smoothly and continuing to serve patients of Catalyst PCPs

Cumulative CHN COVID-19 Testing Report		
Testing Sites	Tests Performed	Positive Test Results
Village Health Partners	214	13
MaxHealth	277	16
Questcare	136	3

NOTE: We can support **patients in need of testing with or without insurance!** We’ve had a number of questions from you about patients without insurance who need testing and they’re concerned over the pricing.

Question: Will patients without insurance be required to pay out of pocket at the testing site?

Answer: No. Staff supporting our centralized testing site staff *do not collect patient payments* up front. Charges will be handled at a later date.

Question: What is the self-pay price for COVID-19 testing?

Answer: The self-pay price varies, depending on the lab processing their test, which can vary from day to day and by site. The current pricing ranges from \$65 – \$70.

REMINDER: Our up to date practice training materials included in Care Alert #10 on 3/23/2020 for instructions on how to refer a patient to these Catalyst centralized testing sites are now even more accessible to you on our [Catalyst Resource Page](#).

COMING SOON! East Texas CHN Centralized COVID-19 Testing Site
We've got the supplies! We've got the process! East Texas, a centralized testing site will be available for your patient's soon. Look for details in Friday's Care Alert.

CLINIC IMPACT

BUSINESS CONTINUITY PLANNING

Our next two Webinars this week will take **deep dives into business continuity planning** during and after the COVID-19 pandemic.

NOTE: Find Webinar details in our [Zoom Corner](#) below. This week, **we will host Webinars** on both **Thursday & Friday** to cover the large amount of content being requested.

In Thursday's Webinar 7, we will work through the **detailed telemedicine tool kit** and address your growing list of telemedicine related questions.

Friday's Webinar 8 will focus on the **financial impact of the pandemic**. We will cover financial models, continuity strategies, government assistance and finance options.

The material provided in the [business continuity deck](#) will help you prepare for tomorrow's Webinar 7.

In-Office Visits (1)		Televisits (1)		Variance
CPT Code	Blended Rate	CPT Code	Blended Rate	
99213	\$ 97.00	99213	\$ 92.05	-5%
Avg. Visit Time (Min.)	20.00	Avg. Visit Time (Min.)	15.00	-25%
Visits per Day	24.00	Visits per Day	28.13	17%
Time Needed (Hours)	8.00	Time Needed (Hours)	7.03	-12%
% of Time Reimbursed	91%	% of Time Reimbursed	82%	-10%
Revenue per Day	\$ 2,126	Revenue per Day	\$ 2,126	0%

Footnotes:
 (1) Modeled off a practice with Payor Mix as follows: 40% BCBS, 20% UHC, 15% Cigna, 15% Aetna, 5% Medicare, & 5% Medicare Adv.

PAYER UPDATE

We are communicating with the payers daily to get the most up-to-date information surrounding COVID-19 Testing, Treatment, and Virtual Visit Coverage. Reference this [Payer Grid](#) for updates on **Commercial & Medicare/Medicare Advantage** products.

TELEHEALTH CORNER

As of today, nearly every Catalyst practice has developed the capacity to provide patient access through telemedicine. **AMAZING!!!**

We will continue to provide resources geared towards **optimizing the virtual visit delivery** model.

When to Use COVID-19-Related Diagnosis Codes

Coding for COVID-19 is, like everything COVID related, **evolving**. For patients to **avoid cost-sharing** (no deductible, coinsurance or copay) it is important to **include a COVID-19 related ICD10**. Here is what we know:

If you see a patient who is:

- Worried they may have been exposed
- Deemed stable and can isolate at home
- **Not a high-risk** patient and therefore **does not qualify** for testing (COVID-19 is possible but not able to rule out due to testing limitation)

In addition to coding for the patient's symptoms, also report Z20.828, "Contact with and (suspected) exposure to other viral communicable diseases"

If you see a patient who is:

- Deemed stable and can isolate at home
- Is a **high-risk patient** and therefore **does qualified** for testing
- Test results returned and **results are negative**

In addition to coding for the patient's symptoms, also report Z03.818, "Encounter for observation for suspected exposure to other biological agents **ruled out**"

If you see a **patient with a positive COVID-19 test**

In addition to coding for the patient's symptoms, also report B97.29, "Other coronavirus as the cause of disease classified elsewhere"

SMS Campaign FREE Resource

REMINDER: If you do not have the capability of mass-text messaging your patients, **WE CAN HELP!**

For more information about this **FREE** resource to help your clinic maintain patient visit volume, contact your Performance Advocate or inquire for details by contacting info@catalysthelathnetwork.com

NEED TO KNOW

CATALYST HEALTH NETWORK IN THE NEWS

The hard work and dedication of the Catalyst Health Network is not going unnoticed! Read about all the ways **Catalyst PCPs are showing up to help our communities thrive** in the [Catalyst Health Network News Room](#).

Listen [here](#) for **Texas Academy of Family Physicians' (TAFP) first ever podcast**, featuring our very own, Lance Spivey. TAFP CEO Tom Banning and Lance discuss cash flow problems, Small Business Administration disaster loans, telemedicine and more.

CATALYST WELLNESS SERIES

NEW VIDEO! Tune in for the health and wellness series led by Sean Terwilliger by following [Catalyst Health & Wellness Videos](#). These videos can be shared with your staff or patients. Please share other ideas about ways we can help our communities thrive during the COVID-19 Pandemic.

ZOOM CORNER

Below are **our next TWO scheduled Zoom Webinars**. We have a lot of content to cover that you've expressed a need for so please reference the above **Business Continuity Planning** section for more details to prepare for these Webinars.

Webinar 7 - Thursday, March 26th, 12pm-1pm

- **Business Continuity Planning**
 - *Telehealth Tool Kit*
 - *Telehealth Q&A*

Webinar 8 - Friday, March 27th, 12pm - 1 pm

- **Business Continuity Planning**
 - *Financial Impact of COVID-19 Pandemic*
 - *Financial models & continuity strategies*
 - *Government assistance & finance options*

Zoom Meeting

<https://stratifi.zoom.us/j/573208462>

Meeting ID: 573 208 462

One tap mobile

+16699006833,,573208462# US (San Jose)

+16468769923,,573208462# US (New York)

Dial by your location

+1 669 900 6833 US (San Jose)

+1 646 876 9923 US (New York)

Here are some resources to help you navigate Zoom Meetings:

How to Join a Zoom Meeting: [Joining a Meeting](#)

(Follow the [blue link](#) to access easy Step-by-step instruction guides & video on how to Join a Zoom Meeting from every scenario)

Zoom Help Center: <https://support.zoom.us/hc/en-us>

(Contains how-to guides and information on all things Zoom)

(Almost) Pro-Tip: “[Join a Test Meeting](#)” to ensure your computer or smartphone can support Joining a Zoom Meeting—if you can master joining a meeting, you’ve got this!