

# Catalyst

## Care Alert

## CATALYST COVID-19 STRATEGY

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

*Updated: 04/01/2020*

### Table of Contents

GENERAL UPDATES.....	3
<b>AETNA QUALITY INCENTIVE PAYMENT .....</b>	<b>3</b>
NETWORK SHOUTOUTS .....	4
CDC/HHS UPDATES.....	4
<b>STATEWIDE SOCIAL DISTANCING ORDER .....</b>	<b>4</b>
CLINIC IMPACT .....	5
<b>BUSINESS CONTINUITY PLANNING .....</b>	<b>5</b>
<b>CARES ACT .....</b>	<b>6</b>
<b>PAYER UPDATE .....</b>	<b>6</b>
<b>TELEHEALTH CORNER .....</b>	<b>6</b>
<b>CATALYST CENTRALIZED TESTING SITES .....</b>	<b>9</b>

*Updated: April 1, 2020*

1

<b>QUICK FACTS</b> .....	<b>9</b>
<b>NEED TO KNOW</b> .....	<b>10</b>
<b>CATALYST HEALTH NETWORK IN THE NEWS</b> .....	<b>10</b>
<b>CATALYST WELLNESS SERIES</b> .....	<b>10</b>
<b>ZOOM CORNER</b> .....	<b>10</b>

# GENERAL UPDATES

---

## AETNA QUALITY INCENTIVE PAYMENT

**Congratulations!!!** Catalyst Health Network has **successfully met the quality requirements** needed to receive a **Quality Incentive Payment Bonus** under our **Aetna value-based contract**. We have worked hard to expedite the distribution of that bonus. The Catalyst Board is pleased to announce approval of processing and authorization of bonus distribution. Catalyst Health Network physicians who participated under the Catalyst Aetna contract during **performance period 7/1/18 through 12/31/19** should expect payout of the bonus by tax ID next week. The hope is that expediting this Aetna bonus will provide some measure of financial relief.

The last few weeks' focus has been **solving today's urgent problems**. We will continue to focus on the issues at hand AND will **begin to address the future state**. We understand that the immediate needs revolve around financial stability, patient access and clinical guidelines.

While our support here will continue, over the coming weeks we will provide additional support regarding:

- How to **close quality gaps**, virtually
- **Tools/Apps** to capture data and close care gaps, virtually
- **Cost-saving practices** under a virtual visit model
- Catalyst **Care Team utilization** to achieve lower cost and enhanced quality score under a virtual model

The Payroll Protection Program and SBA options may be important programs in relieving today's financial challenges. Despite both programs, **it is likely we will all come away from the disruption of this pandemic with some financial debt**. Shared-Savings and Quality Bonuses can be a **path to repaying that debt**. We are committed to working hard to give you the tools you need to successfully navigate this new territory.

## NETWORK SHOUTOUTS

---

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

Thank you, **Dr. J. Armando Diaz**, for your **timely** and **thought-provoking** presentation today. It reminds us all that what our **patients need** most from us in this moment is our **guidance** and **leadership**. Victoria, Texas and Catalyst are fortunate to have you as a resource!

*If you missed today's webinar, it is strongly encouraged you to watch it [here](#).*

## CDC/HHS UPDATES

---

### STATEWIDE SOCIAL DISTANCING ORDER

**Governor Greg Abbott** announced Tuesday, March 30<sup>th</sup>, that **only essential businesses** should remain open statewide. He ordered **schools across the state close until May 4** and extended his temporary closure of gyms, bars, and restaurant dining areas.

The governor said that all Texans **should adhere to social distancing at least through April 30**. His order says that “**every person in Texas** shall, except where necessary to provide or obtain services, **minimize social gatherings** and minimize in-person contact with people who are not in the same household.”

**Essential businesses** include:

- **Medical Facilities** (clinics, hospitals, etc.)
- **Pharmacies**
- **Grocery** stores
- **Senior** residential **care centers**
- **Childcare** for essential business employees

A full list of statewide essential services can be found [here](#).

# CLINIC IMPACT

---

## BUSINESS CONTINUITY PLANNING

Catalyst's next **webinar on Thursday, 4/1/2020**, will focus on understanding the **real-life financial models** that need to be addressed to maximize financial stability during the COVID-19 pandemic. Find Webinar details below in our [Zoom Corner](#).

Missed one of our past Business Continuity Webinars? Let us help you understand the issues to minimize financial instability. Reference our recorded [Business Continuity Webinars](#) for more detailed information, and review the tips below to get started:

- **Quantify COVID-19 financial impact on your practice** by looking at revenue shift, expense management, impact on the profitability, and projected length of cashflow deficit.
- **Engage three operational “levers”** to help offset the financial impact on your practice: Visit Volume, Physician Based Compensation, and Expense Adjustment
- **Utilize available financing options:** CMS Accelerated and Advanced Payment Programs, SBA loans, and IRS tax credits
- Decide if **SBA loans might be right for your practice**. Each of the three loans offered support a different operational lever and are available to businesses with less than 500 employees: SBA 7(a) Express Loans, SBA 7(a) Paycheck Protection Program (PPP), and SBA Economic Injury Disaster Loans/Grants (EIDL). PPP Loans provide opportunities for loan forgiveness.

**REMINDER:** Schedule a **FREE consultation with the FINANCE TEAM today!**

At **no additional cost for Catalyst Members**, schedule a **30-minute consultation** with one of our Financial Professionals. For more information, contact your Performance Advocate or [info@catalysthealthnetwork.com](mailto:info@catalysthealthnetwork.com) today!

*Existing StratiFi Health Clients will be able to work through their SFH Advisor.*

**FINANCIAL RESOURCE:** Our team has designed a **“Financial Toolkit”** for you – an interactive tool supporting business continuity planning. **Download the Excel file found [HERE](#)** to “plug and chug” your financial assumptions in the **YELLOW** boxes to better predict where your clinic could be tightening its belt for the largest financial impact.

## CARES ACT

Last week, **Congress passed** the Coronavirus Aid, Relief, and Economic Security (**CARES**) Act to provide financial assistance to individuals and small businesses. This Act includes a number of provisions aimed at curbing financial downturn during the pandemic.

Reference our **CARES Act Resources** for more information:

- [CARES Act Summary](#)
- [Essential Business Letter](#)
- [FFCRA Summary](#)

## PAYER UPDATE

We are communicating with the **payers** daily to get the **most up-to-date information** surrounding telehealth and COVID-19-related impacts. Reference this [Payer Grid](#) for updates. This grid, along with many other resources can be also be found on the [Catalyst Health Network Resource Website](#).

**NEW INFO:** CMS, UHC, and Cigna changed Telehealth **POS to 11**. **Cigna requires** modifiers **GQ** and **CR** for COVID-19 related Telehealth visits.

**RCM SUPPORT TEAM CONSIDERATION:** Payer reimbursement and guidelines related to **place of service (POS)** have been frustrating and confusing.

**United Health Care**, during their webinar on 3/31/2020, indicated that despite where you are performing the telehealth visit, you are to **bill place of service 11**.

**CMS** has also modified their policy to **utilize POS 11** to ensure your practice receives the same rate as face-to-face office visit.

**NOTE:** While other payers are still including POS 02 on website and in policies, **using POS 02** instead of POS 11 **could result in a reduction of payments** and appeals for underpayments. We will continue to provide timely updates as we receive.

## TELEHEALTH CORNER

Find your telehealth resources all in one place. Use our Telehealth Toolkit to get constantly updated information on all things **TELEHEALTH** ([Telehealth Toolkit](#)) as well as on the Catalyst Health Network Resource Website [here](#).

Things you can find **inside** of the (evolving) **Telehealth Toolkit**:

- Telehealth Platform Support
  - *Things to consider when choosing a Telehealth Platform*
  - *Minimum System Requirements (Computer & Phone)*
  - *Telehealth Onboarding Checklist*
- Telehealth Reimbursement Support
  - *Telehealth Reimbursement billing guidelines*
  - *Telehealth Payer Grid*
  - *Documentation Requirements & Templates*
  - *Coding best practices*
- Telehealth Optimization
  - *Types of visits to consider with Telehealth*
  - *Telehealth visits workflow considerations*
  - *Medicare Advantage Telehealth Quality Solutions*

**QUICK LOOK:** Important Highlights since our last extensive telehealth related Care Alert...

Under the **Texas Department of Insurance (TDI) emergency rule**, state-regulated health insurers and health maintenance organizations **must**:

- **Pay in-network health professionals** at least the **same rate** for telehealth services as for in-person services, including covered mental health services.
- **Cover** telemedicine services using **any platform** permitted by state law.
- **Not require more** documentation for telemedicine services than they require for in-person services.

**Payer Responses to COVID-19 as of 4/1/2020:**

**Medicare/Medicaid/Medicare Advantage**

- Waiving patient cost-share for COVID-19 related testing
- Telehealth: Waiving patient cost-share for COVID-19 related and Non-COVID-19 related visits
- Telehealth: Audio only visits allowed
  - Medicare: pays for telephone-only virtual check-in visits (HCPCS G2012)
- POS 11
- Modifier 95

## Aetna

- Waiving Copays for all COVID-19 related diagnostic testing
- Telehealth: Waiving patient copays for COVID-19 related and Non-COVID-19 related visits
- Telehealth: Audio only visits allowed
  - A visual connection is not required for services with these codes: HCPCS virtual check-in code G2012 and CPT E&M codes 99441-99443.
- POS 02 (POS 2 will pay at lower facility rate, consider following CMS rule and utilize POS 11)
- Modifier 95

## BCBS

- Waiving patient cost-share for COVID-19 related diagnostic testing
- Telehealth: Waiving patient cost-sharing for telehealth services
- Telehealth: Audio only visits allowed
  - BCBSTX will recognize CPT codes 99201-99215 for these consultations
- POS 02 (POS 2 will pay at lower facility rate, consider following CMS rule and utilize POS 11)
- Modifier 95

## CIGNA

- Waiving patient cost-share for COVID-19 related testing
- Telehealth: Waiving patient cost-share for COVID-19 related visits
- Telehealth: Audio AND Video required MOSTLY
  - Cigna will pay for Audio Only visits for COVID-19 related virtual check-ins using HCPCS Virtual Check-in Code G2012
- POS 11
- Modifier GQ for ALL Telehealth visits & Modifier CR if COVID-19 related

## UHC

- Waiving patient cost-share for COVID-19 related testing
- Telehealth: Waiving patient cost share for COVID-19 related and Non-COVID-19 related visits
- Telehealth: Audio AND Video required
  - *UHC will recognize audio-only virtual check-ins using HCPCS Virtual Check-in Code G2012*
- POS 11
- Modifier 95



## CATALYST CENTRALIZED TESTING SITES

Our COVID-19 centralized testing site staff in North Texas are in high spirits and look forward daily to being **prepared and available to serve your patients** who qualify for testing!

Cumulative CHN COVID-19 Testing Report		
Testing Sites	Tests Performed	Positive Test Results
Questcare*	375	17
MaxHealth	538	49
Village Health Partners*	254	17
<i>*Multiple locations Data as of 4/1/2020</i>		

**REMINDER:** All training materials on sending COVID-19 testing referrals are included on the [Catalyst Resource Page](#) under [Practice Resources](#). First released in Care Alert #10 on 3/23/2020, this includes all of the following:

- [CHN COVID-19 Testing – PCP Practice Overview](#)  
*NOTE: Includes scripting to discuss testing site expectations with your patient*
- [CHN COVID-19 Testing – LeadingReach PCP Referral Training](#)
- [PUI Form](#)
- [Completing PUI Form](#)
- [Guidance for Testing: Next Steps](#) (*Patient Handout – Updated 3/27/2020*)

## QUICK FACTS

According to this [interactive graphic by the Institute for Health Metrics and Evaluation](#), **COVID-19-related deaths in Texas will peak on May 5**. Track national and state-by-state hospital resources, including projected hospital beds, ICU beds, and ventilators needed.

# NEED TO KNOW

---

## CATALYST HEALTH NETWORK IN THE NEWS

The hard work and dedication of 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](#).

**New!** Catalyst Health Network was recently featured in the *Dallas Business Journal*, highlighting several financial constraints on primary care providers. The article can be found [HERE](#).

## CATALYST WELLNESS SERIES

**New Video!** Catch Sean's latest video on **breathing exercises for relieving stress** at home. 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

We hope you'll **join us live** every Tuesday & Thursday! This is one way we **keep our community strong** when we can't be with each other in person.

### Upcoming Webinar:

#### Webinar 10: Thursday, April 2, 12 PM – 1PM

- ***Financial Toolkit: Real Life Financial Models***

**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!