

# Catalyst

## Care Alert

## CATALYST COVID-19 STRATEGY

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

*Updated: 04/06/2020*

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# GENERAL UPDATES

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## YOUR VIRTUAL CARE TEAM

You can't turn on the television or read a newspaper without being confronted with continued disagreement about when social isolation and shelter-in-place should end. Where people do agree is in **realizing we will not return to a pre-pandemic state**. Moving to a **'new normal' is a reality** for health care as well.

One great example is **ninety-eight percent of our network can deliver care virtually**. That number is up from 10% about 3 weeks ago. In the coming weeks, we will examine different aspects of **care delivery** that can be **done virtually** or that will **complement the virtual care** most of you are already providing. **Expanded use of the Care Team** is an example. Many Catalyst members **utilize the Care Team services when treating your chronic disease** patients to address things like diabetes education, health navigation, pharmacist support and even medication fulfillment. We will walk through **several existing and new options** for care services, including the **use of apps**, to demonstrate what we are calling a **virtual 'wrap-around' model of care delivery**.

**Virtual visits** have workflow and technology challenges that, when pressed, our members addressed and resolved quickly. These visits also **afford many opportunities**. They force us to think about how we have historically delivered care and shine a light on areas we can improve.

We have a **strong base of services** from which to build upon. **Care Team services** created to support chronic disease **self-care** can be **accessed and delivered in the exact same way** they were pre-pandemic. And, **we can do much more**:

- [Catalyst Care Alert #15](#), April 3<sup>rd</sup>, gave a high-level overview of the **Same Day Medication Delivery pilot**.
- **Quality gaps** will still need to be **closed**. We will present options that allow this to be done virtually or remotely.
- **Lab work** needs to be completed and reviewed remotely.
- **Remote monitoring** of glucose, weight, blood pressure and more
- **Virtual behavioral health visits**, med management and **asynchronous consults**
- **Medicare AWW and HCC closure** in a virtual model
- **Asynchronous specialist second opinion** tool
- **Medication reconciliation, adherence** support and **virtual pharmacist consult**
- Virtual **group visits**, and much more!

It is likely the shelter-in-place order will continue until at least May 20<sup>th</sup>. We refuse to hit the pause button on striving toward our mission. **Together**, we will **lead the charge** for **healthy practices**, healthy **patients** and healthy **communities**!

## NETWORK SHOUT OUTS

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We want to recognize a **very special team**. This team works to keep you informed, listens to your challenges, and advocates for you tirelessly. Their **tenacity inspires us** so, today we're giving a **special shout out** to our big, happy, one-of-a-kind, quickly growing **Network Services team** for their dedication to serving others! ***We truly couldn't do it without them!***

### CENTRAL TEXAS

**Rob Hardy** Regional Director

### EAST TEXAS

**Erynn Garcia, RN** Performance Advocate

### NORTH TEXAS

**Katt Anderson** Performance Advocate, Market Lead NTX

**Lisa Criniti** Performance Advocate

**Olga Lopez** Performance Advocate

**Rasheida Otutu** Performance Advocate

**Maddie Lind** Performance Advocate

**Rashida Mumuni** Performance Advocate

### ALL MARKET SUPPORT

**Misty Hill** Performance Advocate, Business Development

**Yi Su** Network Strategist

**Debbie Barnett** Quality Improvement Specialist

**Alyssa Briceno** Program Coordinator, Contracts

## CDC/HHS UPDATES

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### CLOTH FACE COVERING IN PUBLIC

The **CDC** announced on **Friday, April 3<sup>rd</sup>**, that the use of **cloth face coverings** in public is **recommended**, especially in areas of significant community-based transmission such as grocery stores and pharmacies.

**Dr. Deborah Birx** of the President's Coronavirus Task Force stated, “**This is the moment to not be going to the grocery store, not going to the pharmacy, but doing everything we can to keep your family and your friends safe.**”

To make a simple cloth face covering from household items, watch this how-to video [here](#).

## CLINICAL CONSIDERATIONS

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### NETWORK EXPERTS

**Dr. Sander Gothard of Village Health Partners** has shared **telehealth workflow tips** that VHP has found beneficial while increasing adoption of telehealth. These workflows focus on scheduling appropriate patients **now** as well as **months from now** when clinics re-open. They utilize eCW but Dr. Gothard says, “Other Catalyst providers, even those not on eCW, may see increased volume and revenue based on these workflows.”

Find the full workflow resource [HERE](#). *Many thanks to Dr. Gothard and his “Gold Pod” team for sharing their knowledge!*

### PATIENT RESOURCES

We’ve created a resource pack for easy access to the handouts available to share with your patients. These can be accessed on our [patient resource page](#), but for your convenience, you can download the packaged handouts [HERE](#).

Additionally, patients can access these resources by visiting our [Coronavirus page](#).

## CLINIC IMPACT

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### BUSINESS CONTINUITY PLANNING - FINANCIAL RELIEF

**The Small Business Administration Paycheck Protection Program (PPP) is underway.**

You should be submitting applications on behalf of your practices to receive funding to offset the effects of COVID-19. For more information, view the SBA Summary Resource Pack on our [Network Resources Page](#).

## FURLOUGHED STAFF SUPPORT

One of the biggest **stressors** related to COVID is the **negative impact** the pandemic is having on **business finances**. That financial strain can lead to the **unfortunate consequence** of **staff being furloughed**. **Catalyst** is looking for ways to **put furloughed staff to work** during this challenging time. Please **contact your Performance Advocate** and let them know if you have furloughed staff. We will update you as the program matures.

## 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](#).

## TELEHEALTH CORNER

We've created a Telehealth Resource Pack to provide convenient access to any and all telehealth resources you might need. Download the Telehealth Resource Pack [HERE](#).

### Place of Service (POS) 02 vs 11 for Telehealth Claims

Payer reimbursement and **guidelines** related to place of service have been **frustrating** and **confusing**. Clinics are **strongly encouraged to use POS 11 for telehealth claims** during the COVID-19 crisis to ensure reimbursement is consistent with that of in-office visits.

- **CMS POS clarification:** POS 11 should be used for telehealth claims
- **CMS Modifier clarification:** Modifier -95 should be used on telehealth claims using CPT codes 99201-99215

View the CMS Clarification [HERE](#) for more information.

### Audio-only Telehealth during COVID-19

As outlined below by the [AMA](#), individual **states** (through Executive Order) or **payors** may permit use of E/M codes with **audio-only encounters**—**Texas has adopted this audio-only rule** ([TDI Emergency Ruling](#)). Providers are strongly encouraged to **bill for audio-only visits** using new patient and established patient **E/M codes** when possible. The **below CPT codes** can be reported for **telephone only** encounters during the COVID-19 crisis.

Action	Patient evaluated via: E/M Telehealth, Telephone Visit		
Who is performing	Physician / QHP		
Applicable CPT Code(s)	E/M Telehealth <sup>1 2</sup>		Telephone Visit New and Established Patients
	New Patient		
		CPT Typical Time	CMS Typical Time <sup>4</sup>
	99201	10 min	17 min
	99202	20 min	22 min
	99203	30 min	29 min
	99204	45 min	45 min
	99205	60 min	67 min
	Established Patient		
		CPT Typical Time	CMS Typical Time <sup>4</sup>
99212	10 min	16 min	
99213	15 min	23 min	
99214	25 min	40 min	
99215	40 min	55 min	
Applicable ICD-10 CM codes	Non-COVID-19 patient: Code applicable diagnoses COVID-19 patient: Code applicable diagnoses, add U07.1, COVID-19 (Effective April 1, 2020 - <a href="#">CDC Announcement</a> )		
Place of Service	11 Physician Office or other applicable site of the practitioner's normal office location		
Notes	1 CMS requires use of modifier 95 for telehealth services; other payors may require its use 2 Individual states (through Executive Order) or payors may permit use of E/M codes with audio-only encounters. 3 CMS will permit reporting of telehealth E/M office or other outpatient visits based on time or Medical Decision Making (MDM) 4 CMS will allow telehealth office visits to be selected and documented based on total time on date of visit via CMS total time		

The **TMB** cautions providers concerned of billing for **Audio-only visits: CMS** and **Texas** recognize **audio-only** visits for **99201-99215** as well as **99441-99443**. **To be eligible for payment**, services provided through a telemedicine visit, including **audio-only telephone calls, must be medical services that would be billable if provided in person**. Telephone calls with office staff and other calls for administrative purposes, including requests for refills, scheduling, payment or billing issues are not billable services.

**REMINDER:** Effort should be made to **use the most HIPAA secure platform**, with **video and audio, when possible**. If a video connection is **not possible** due to device access or connectivity issues, then **convert to or utilize audio only**.

### CODE DETAILS:

#### Telemedicine Exams: 99201-99215 (does not include 99211, can be audio-only)

- **When to use these codes:** Use these codes (during the COVID-19 crisis) for any telehealth encounter that would normally qualify as a 99201-99215 when performed in-office.
- **When to not use these codes:** Do not use these codes for non-E/M related telehealth visits such as Palliative care.

### Virtual Check-in Telephone Encounter: 99441,99442, & 99443

- **When to use these codes:** Use these codes to bill for medical discussions & communications with patients over the phone that are initiated by the patient.
  - *Example:* A patient calls for a brief check in with a practitioner via telephone to decide whether an office visit or other service is needed
  - *Example:* A remote evaluation/interpretation is necessary for recorded video and/or images submitted by a patient
- **When to not use these codes:** These are not meant to replace the typical face-to-face office visits you would normally bill a 99203-99215.

### E-Vists: 99421, 99422, 99423

- **When to use these codes:** Use these codes to bill for medical discussions & communications with patients via portal/email that are initiated by the patient.
  - *Example:* A patient emails for a brief check in with a practitioner via patient portal, email, etc. to decide whether an office visit or other service is needed.
- **When to not use these codes:** These are not meant to replace the typical face-to-face visits you would normally bill as a 99203-99215. These codes cannot be used more than 1 time in a 7-day period.

## TELEHEALTH SURVEY

**We want to know more about your telehealth experience!** Our brief survey will only take a few minutes of your time and will help us shape our resources to better support and advocate for you. You can complete the brief survey [HERE](#).

## 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!

Click [HERE](#) to find community testing sites in Central and East Texas under Clinic Impact.

Cumulative CHN COVID-19 Testing Report		
Testing Sites	Tests Performed	Positive Test Results
Questcare*	437	25
MaxHealth	628	60
Village Health Partners*	232	18

\*Multiple locations  
Data as of 4/6/2020



**REMINDER: Verify your patients' email** before sending their testing referral! We rely heavily on this information to communicate their appointment information and have seen a slight uptick in no show rates.

All training materials on sending COVID-19 testing referrals are included on the [Catalyst Resource Page under Practice Resources](#).

## NEED TO KNOW

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### CATALYST HEALTH NETWORK IN THE NEWS

**We Need a “Marshall Plan” to Save Primary Care, Public Health Infrastructure.** Dr. Crow and Tom Banning, CEO of Texas Academy of Family Physicians, are calling for a “Marshall Plan” to make immediate changes to our Healthcare Delivery System. We’re working hard to advocate for independent, community-based primary care practices and pushing for immediate action to provide financial stability. Read more about the call to action [HERE](#).

The hard work and dedication of Catalyst Health Network is not going unnoticed! Last week, Catalyst was featured in *D Magazine* and *Dallas Business Journal*. Read about all the ways **Catalyst PCPs are showing up to help our communities thrive** in the [Catalyst Health Network News Room](#).

### CATALYST WELLNESS SERIES

**NEW WORKOUT 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

The next scheduled Zoom Webinar is on **Tuesday April 7<sup>th</sup> from 12:00pm – 1:00pm**

Connection details are below and topics will include:

#### Calling All Leaders

- *What are you and your clinic doing in this moment to lead?*
- *What are the things our patients need from us right now?*

- *How, in this moment, can we align delivery of those “things” with revenue opportunities?*
- *In what ways can we as independents support one another?*

### **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!