

# Catalyst

## Care Alert

## CATALYST COVID-19 STRATEGY

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

*Updated: March 13, 2020*

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# CDC/HHS UPDATES

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## DO YOU NEED TO RECOMMEND HOME ISOLATION (QUARANTINE)?

Deciding when you need to recommend home isolation can be a bit tricky. To keep it simple, see the [CDC Home Isolation Decision Tree](#). This is the most current Decision Tree from the CDC. In addition to China, the CDC now recognizes Iran, most of Europe and South Korea as affected geographies that warrant isolation.

Additional Key Points:

- **Older adults** and people of **any age with serious chronic medical conditions** should consider postponing nonessential travel.
- Travelers should **avoid contact with sick people** and **wash their hands** often with soap or hand gel.
- Travelers should monitor their health and **limit interactions with others** for 14 days **after returning** from travel.
- Travelers that are **sick with fever, cough, or have trouble breathing** should **stay home and call ahead** before seeking medical care.

## I CAN'T FIND N95 RESPIRATORS. NOW WHAT?

Finding the recommended N95 respirator is a universal issue. Based on this challenge, the **CDC has updated their recommendations:**

- **Facemasks are an acceptable alternative** when respirator are not available.
- Facemasks protect the wearer from splashes and sprays. Respirators are designed to filter inspired air.
- **Eye protection, gown, and gloves are still recommended.**
- If there are shortages of gowns, reserve them for procedures where aerosol-generating procedures.

*Keep in mind, nasopharyngeal and oropharyngeal swabs often induce cough and sneeze*

# CLINIC IMPACT

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## QUICK LOOK — CURRENT CDC RECOMMENDATIONS FOR COVID 19 OUTPATINET TESTING

**Testing Criteria:** Current outpatient testing should be reserved for **high-risk patients** until **testing capacity** and **supply availability** increases

1. **Fever or** signs of a **lower respiratory illness with** known close contact with a lab-**confirmed** COVID-19 patient within 14 days
- OR**
2. **Fever or** signs of a **lower respiratory illness** where symptom onset occurred within 14 days of travel from an area with **high levels of COVID-19**
  - *Currently - China, Japan, South Korea, most of Europe and Iran (Monitor for other affected geographic areas. We will post updates in our Catalyst Care Alerts)*

*Ultimately, the CDC calls for the clinician to use their judgement to determine if a patient experiencing signs and symptoms of coronavirus should be tested.*

## CURRENT TESTING OPTIONS — UPDATE AND OVERVIEW

- All three major labs currently can perform testing on received specimens
  - *None of the labs will perform testing at their draw stations*
- Due to **high volume**, some health departments are **referring patients back** to their PCP for testing.
- We understand the challenges due to **limited supplies of PPE** and limitations in creating **infection control areas** in your clinics.
- Catalyst is working to secure safe testing sites for use by the entire network

### Catalyst Centralized Testing Pilot

On Monday the 16<sup>th</sup>, we will be conducting a pilot, in conjunction with CPL, to test high-risk patients at a centralized location.

Pilot basics:

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- Patients are evaluated by network providers (ideally via virtual visit) or via the hotline
- Patients identified as high-risk who qualify under CDC recommended testing will have a testing order generated through Leading Reach
- Patient will then be directed to the testing site outfitted with collection kits, personnel and PPE
- Test results will be returned to the PCP via Leading Reach
  - *CPL reports tests results should be available between 1-3 days*
- CPL will manage the billing, have staff on site to manage documentation and manage State Health Department reporting

Next week, Catalyst will provide a document you can **share with patients** that explains what they should do **if they test positive**.

Additionally, we will also outline the protocol for **releasing a COVID-19 positive patient from home isolation**. *We anticipate our local health departments will not have the manpower to manage this process in coming weeks.*

Patients calling the clinic who are **worried** they may be having **symptoms related to COVID-19** who are **stable**, do not require acute medical intervention and **do not meet CDC high-risk criteria** should **stay home** and treat their symptoms.

## SPECIMEN COLLECTION RECOMMENDATIONS

As a reminder, should you decide to do in-clinic testing:

- **Only the patient and the staff** performing the test should be in the room
- Because specimen collection (e.g. nasopharyngeal swap) is likely to induce cough or sneezing, testing should be **done at the end of the appointment**
- The staff responsible for collecting the specimens should **wear recommended PPE** (including a gown, gloves, eye protection, and respiratory protection that is at least as protective as a NIOSH-approved N95 filtering facepiece respirator)
- **Nasopharyngeal AND oropharyngeal swaps** are the preferred collection method
- Sample should be submitted **frozen**

## PAYER UPDATE

We are communicating with the payers daily. In this section we will be highlighting the most recent changes.

### QUICK FACTS

Most payers are covering COVID-19 testing and Virtual Visits. Virtual visits are not limited to coronavirus related appointments. A list of typical visits you may consider for virtual visits is available [here](#).

**Modifiers: 95** (use when submitting virtual visits)

**POS: 02** (Leave box 32 on your HCFA as the address of your clinic facility)

#### Low-cost & Easy start-up solutions for Telehealth Platforms:

Zoom Health: <https://zoom.us/healthcare>

Doxy.me: <https://doxy.me/>

#### Aetna: (Last update — 3/12/2020)

**Testing:** Aetna will waive co-pays for all diagnostic testing related to COVID-19. This policy will cover the test kit for patients who meet CDC guidelines for testing, which can be done in any approved laboratory location.

**Treatment:** No Updates

**Virtual Visits:** For the next 90 days, until June 4, 2020, Aetna will offer zero co-pay telemedicine visits – for any reason. Aetna members should use telemedicine as their first line of defense in order to limit potential exposure in physician offices.

Waived cost sharing applies to **all virtual visits by in-network providers** delivering synchronous virtual care for all Commercial plan designs. Self-insured plan sponsors will be able to opt-out of this program at their discretion.

*Per Aetna's payment policies, virtual visits are covered at the same rate as face-to-face, in-person visits. For more information see [Aetna's Telemedicine Payment Policy FAQ's](#).*

#### BCBS: (Last update — 3/12/2020)

**Testing:** Effective immediately, BCBS will not require prior authorization and co-pays or deductibles for testing to diagnose COVID-19 when medically necessary and

consistent with **Centers for Disease Control guidance**. This applies to **all members** we insure.

**Treatment:** No Updates

**Virtual Visits:** BCBSTX is still discussing Telehealth strategy and will update Catalyst when additional information is available.

**Cigna:** (Last update — 3/11/2020)

**Testing:** Cigna is **covering COVID-19 testing** similar to a preventive benefit for fully-insured plans, thereby **waiving co-pays, coinsurance or deductibles**.

This includes Cigna's **employer-sponsored plans** in the United States, **Medicare Advantage, Medicaid** and plans available through the **Exchange**.

**Treatment:** No Update

**Virtual Visits:** In Feb 2020 Cigna began **reimbursing telehealth visits**. Providers can use **any platform** to connect to the patient and the **originating site can be their home**.

**United Health Care:** (Last updated — 3/11/2020)

**Testing:** UHC will **waive all member cost sharing**, including copays, coinsurance and deductibles, for **COVID-19 diagnostic testing** provided at approved locations in accordance with **CDC guidelines** for all commercial insured, Medicaid and Medicare members. This includes self-insured customers who choose to implement similar actions.

**Treatment:** No Updates

**Virtual Visits:** Virtual visits are **covered**. United notes a **HIPAA compliant platform** is required. **Originating site can be the home** for services rendered under the Catalyst contracts.

**WellMed:** (Last update — 3/12/2020)

**Virtual Visit:** **Outstanding HCC's coding** can be addressed as long there is a documented audio/video communication and coding is included in the HER. **Annual Wellness Visits** may also be conducted virtually.

**Traditional Medicare/Medicare Advantage:** (Last update — 3/9/2020)

**Testing:** Medicare covers COVID-19 testing under Medicare Part B. Claims cannot be processed before April 1<sup>st</sup>. **Medicare Advantage** patients will rely on their payers' discretion for coverage.

**Treatment:** Medicare — covered Under Part B. **Medicare Advantage** – per plan

**Virtual Visits:** Virtual visits are **covered**. No platform restrictions. **Originating site can be the home**.

**Healthcare Highways:** (Last updated — 3/11/2020)

**Testing:** No updates

**Treatment:** No updates

**Virtual Visits:** No updates

**Humana: (Last updated 3/13/2020)**

**Testing: Fully covered.** Testing for COVID-19 will be fully covered with no out-of-pocket costs for patients who meet CDC guidelines at approved laboratory locations. This applies to members of Humana's Medicare Advantage, Medicaid and commercial employer-sponsored plans. The CDC continues to offer free testing for coronavirus.

**Treatment:** No updates

**Virtual Visits: Telemedicine visits for all urgent care needs are fully covered.** Humana is encouraging members to use telemedicine (e.g., video chat) as a first line of defense for all urgent care needs. Humana will **waive out-of-pocket costs** for telemedicine visits for urgent care needs for the next 90 days. This will apply to Humana's **Medicare Advantage**, Medicaid and **commercial employer-sponsored** plans, and is **limited** to in-network providers delivering live video-conferencing. Humana is working closely with federal agencies to understand the impacts of both telemedicine and the coronavirus test on **High Deductible Health Plans** and **Health Savings Accounts**.



# NEED TO KNOW

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## NETWORK EVENT UPDATES:

**Member Meeting (4/18):** With the goal of ensuring our network practices and staff remain as healthy as possible and are able to focus on caring for patients, we will be **cancelling our Spring Member Meeting** scheduled for April 18<sup>th</sup>.

*We will use the time and resources this returns to continue bringing you updates and resources related to COVID-19. Thank you for your understanding as we take precautions to keep us all as healthy as possible!*

**Diabetes Education Class (3/17 & 4/21):** To prioritize patient health and reduce the spread of Coronavirus, we have **cancelled our March and April Diabetes Patient Education classes**. All patients registered have been notified.

*Our Care Team services are still available for your patients. We appreciate your understanding and hope to resume in person classes in May. We will provide updates as they develop.*

## ZOOM CORNER

### Next Zoom COVID-19 Webinar

The next scheduled Zoom web-conference is on **Tuesday at 12pm-1pm** (Details below)

Thank you for your patience as we make this rapid transition to Webinar conferencing with large attendance numbers—we are working to improve the overall experience for future Webinars!

#### Join 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

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+1 669 900 6833 US (San Jose)

+1 646 876 9923 US (New York)

Find your local number: <https://stratifi.zoom.us/j/adlzVaYPED>

*Due to the recent transition for Web-conferencing here are some resources to help 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!

## ANSWERS TO QUESTIONS FROM THE LAST CATALYST COVID-19 WEBINAR ON 3/11/2020

**Question:** Can the screening questionnaire be sent via email?

**Answer:** The Self-Assessment questionnaire is now available on the Catalyst Coronavirus Website: <https://www.catalysthealthnetwork.com/coronavirus>

**Question:** What are the imaging centers doing?

**Information gathered:**

**CDI** - Currently has a 2-step screening process in place for all patients: 1) Ask incoming patients COVID-19 Screening questions 2) If any questions were answered as “Yes”, they will contact the ordering Healthcare Provider to get confirmation that the symptoms are not due to COVID-19

**Solis** - ALL patients will undergo a COVID-19 screening. At the “Global Centers” if the patient answers “yes” to any screening questions, they will need to complete a Patients Under Investigation Form (provided by Solis). Solis will contact the state or local health department and will need clearance from their PCP prior to any imaging /exam

**Waiting on Responses from:** Touchstone, NorthStar, Gateway, Preferred Imaging