

Catalyst

Care Alert

CATALYST COVID-19 STRATEGY

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

Updated: [03/19/2020]

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PREVIOUS CARE ALERTS

[Care Alert #7 – March 18, 2020](#)

[Care Alert #6 – March 16, 2020](#)

[Care Alert #5 – March 13, 2020](#)

[Care Alert #4 – March 10, 2020](#)

[Care Alert #3 – March 6, 2020](#)

STATEWIDE CLOSURES ANNOUNCED

Today, March 19th, Gov. Greg Abbott announced he is ordering the temporary **closure** of **schools, restaurants, gyms and bars statewide**. The order is effective at midnight tomorrow and continues until April 3, he said Thursday.

“All jurisdictions must work to contain the spread of COVID-19 for at least the next two weeks,” he said.

The executive order also restricts people from visiting nursing homes and retirement centers unless they are providing “critical assistance” and limits social gatherings to fewer than 10 people.

CLINIC IMPACT

TELEHEALTH VISIT REIMBURSEMENT— BILLING GUIDELINES

Navigating the ever-changing Telehealth billing guidelines today is a challenge. Follow this link to a resource to help outline current [Telehealth Reimbursement billing guidelines](#).

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.

SMS MASS MESSAGING SUPPORT

If you are interested in learning more about how Catalyst can support your clinic with mass-messaging, contact your Performance Advocate or email info@catalysthealthnetwork.com

STUDIES IMPLEMENTING VIRTUAL VISITS

Reminder: Hear feedback from Members in your Network about [how they have virtualized their clinics](#).

NEED TO KNOW

ZOOM CORNER

The answer is yes!

We are recording ALL Catalyst hosted COVID-19 Webinars!

Access today's Webinar covering the **Business Continuity during COVID-19** and **Billing Televisits** [Here](#).

Presenters from today's Webinar include:

- *Dr. Christopher Crow*
- *Dr. Jeff Bullard*
- *Dr. Joseph Lambert - Physician/Medical Director: Shared his virtual visit experience*
- *Lance Spivey - discussed proposed SBA loan program*
- *Trevor Clifton - discussed financial models*
- *Holly Adams - discussed platform research and support*
- *Stephenie Tollett- discussed billing resource guide*
- *Dr. Andrew Minigutti Physician in Frisco - discussed virtual visit experience*
- *Dr. Eddy Furniss: Physician at Nacogdoches - discussed virtual visit experience*
- *Tracy Schimpf: Practice Administrator in Colleyville – discussed virtual visit experience*

We know you are busy and may not always be able to attend but still need the information. We are working to offer these recorded Webinars in one streamlined access point so stay tuned!

In the meantime, reach out to your Catalyst Performance Advocate or contact for questions about the prior recordings.

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!

QUESTIONS FROM TODAY’S WEBINAR:

Question: Patients are concerned with the cost of COVID-19 testing, what should we be telling them?

Answer: Most insurance companies are currently waving the cost of COVID-19 testing for patients. Please reference this [Payer Grid](#) for payer specific COVID-19 testing coverage. (note: coverage benefits can vary by plan, so encourage the patient to verify their benefits by calling the member services number on the back of their insurance card)

Question: What are the codes to bill for telehealth?

Answer: Please reference this [Payer Grid](#) for billable telehealth codes.