CATALYST COVID-19 STRATEGY

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

Updated: [03/20/2020]

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CENTRALIZED TESTING SITES

Today, March 20th, Catalyst clinics in the DFW area were trained on the procedure to obtain COVID-19 testing at the DFW centralized sites. The sites are now open. Please read the following carefully:

- Sites will operate from **10am to 4 pm, Monday thru Friday**
- Testing site **locations may change** (will be updated in Leading Reach daily)
- **Current Sites**
  - MaxHealth in Colleyville
  - Questcare in Coppell
  - Village Health Partners in Plano and/or McKinney
- **Limited numbers of test** can be done at each site **daily** (~ 40 tests)
  - Limitations are due to availability of PPE, test kits, lab processing capacity
- **Patients are directed** to sites based on geography & testing and schedule availability
- **Please** inform patients they **will "self-swab" under supervision**
- Testing **slots are limited**. **No-shows** or **late arrival** will result in **forfeited appointments**

STATS FROM OUR CENTRALIZED TESTING SITE PILOTS:

Results from the past 2 days:

Wednesday March 18		
Testing Sites	**Tests Preformed**	**Positive Test Results**
Village Health Partners	28	3
MaxHealth	65	5
Questcare Arlington	6	0
Thursday March 19		
Testing Sites	**Tests Preformed**	**Positive Test Results**
Village Health Partners	32	3+ pending
MaxHealth	35	3 + pending
Questcare Arlington	17	pending

QUICK LOOK- TESTING CRITERIA

With the continued shortage of PPE and COVID-19 testing resources, it will remain crucial to appropriately screen patients for testing.

Who needs a test for COVID-19?

NO SYMPTOMS = NO SWAB

Return travelers and close contacts of COVID-19 patients who are asymptomatic: self-isolate for 14 days

CONSIDER TEST IF:

- If patient has **acute respiratory symptoms** or **fever**
  AND
- within 14 days prior to onset had travel to a **high-risk area**
  OR
- Within 14 days prior to onset had **close contact with a COVID-19 positive patient**
  OR
- Is a **healthcare worker** or **first-responder**
  OR
- Is a **high-risk patient** (≥65, chronic underlying condition or immune compromise)

MANY THANKS to Sunny Nadolsky (Medibookr). Her hard work resulted in obtaining PPE supplies and keeping our Centralized Testing Sites operational!

CLINIC IMPACT

AT A GLANCE— COVID-19 CLINICAL PICTURE

While much is still unknown about COVID-19, **we have pulled together:**

INCUBATION PERIOD

- Exposure -> Symptoms
    - 4-5 days (typical)
    - Usual range of 2-7 days
    - Max of 19 days

SYMPTOMS

- 60% have cough that is usually dry
- 50% are febrile at time of presentation with 75% becoming febrile during the course of illness
- 20-40% report dyspnea
- 15% report other URI symptoms
- 10% report GI symptoms

RANGES OF SEVERITY

- 80% mildly ill
- 15% need admission
- 6-8% need ICU
- 1-3% Mortality

MORTALITY RATE WITH AGE

- Mortality increases with age
    - Age 40 ~ 0.4%
    - Age 50 ~ 1.7%
    - Age 60 ~ 3.1%
    - Age 70 ~ 9.6%
    - ≥ 80 ~ >15%

Lab Findings

- CBC – 80% with leukopenia and lymphopenia with no increase in WBCs
- CRP – increase
- LDH – increase
- Ferritin – increase
- D-Dimer – increase
- AST/ALT – mild increase

Imaging

- CXR – Hazy, bilateral peripheral infiltrates (may be subtle)
- CT – patchy ground glass peripheral and basal opacities, may coalesce into denser consolidations as disease progresses

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.

TELEHEALTH IN THE NETWORK

The time for virtualizing your clinic is now! The network has made **INCREDIBLE** strides to continue the push to increase access to care for our patients. In this moment, we **STRONGLY RECOMMEND** you virtualize your visits and realign your support staff to prepare for the foreseeable future.

Telehealth Before & After COVID-19

- Jan 2019
- Dec 2019
- 2 Weeks Ago
- Today 3/20/20
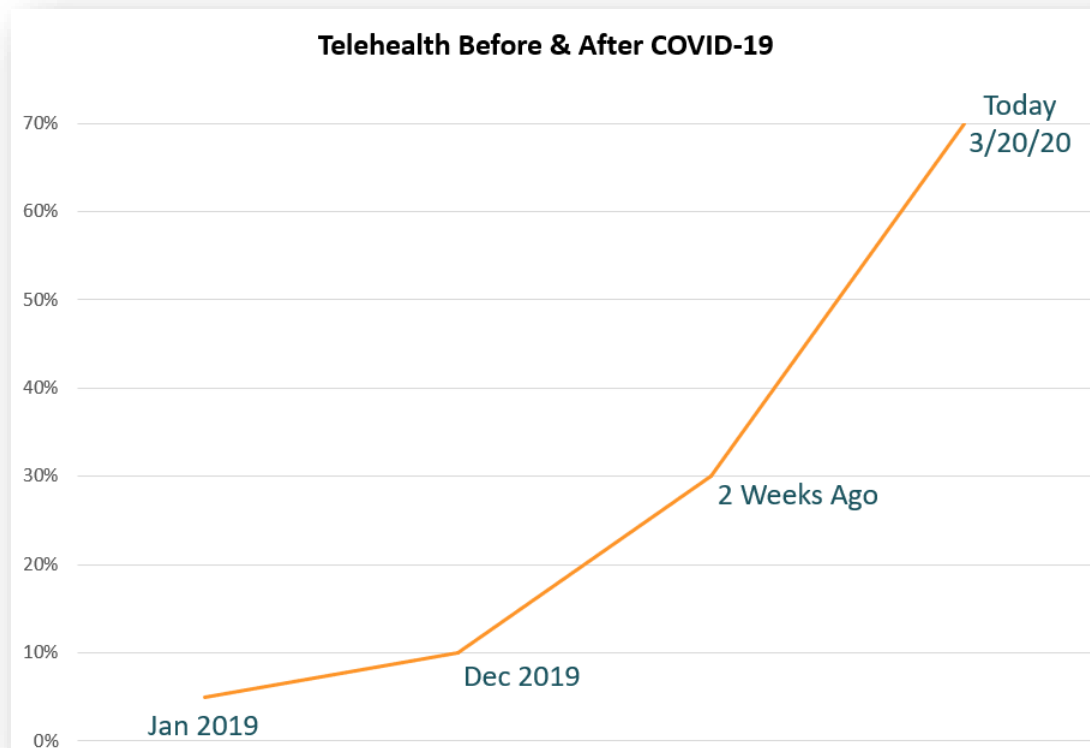
TO BE CONSIDERED: HIPAA ENFORCEMENT WAIVER

Consider the following guidance in the wake of the 3/17/2020 announcement from the Office for Civil Rights and the HHS to lift the HIPAA regulations surrounding Virtual Visits:

- The guidance **only applies to provider-patient communication**, and the communication must be about the provision of telehealth (i.e., treatment).

- The communication **need NOT be about treatment of COVID-19**; use Skype to treat a sprained ankle. *Enable social distancing and keep patients out of the waiting room.*

- **Provider-to-provider communications continue to be subject to existing standards and rules.**

- **Providers should get the consent of patients before using the technology.** Advise the patient you are using less-secure technologies (FaceTime) and document the consent.

- The decision to use the technology must be in good faith. **Use a safer technology if available.**

- The technology **must be private**, **not public facing**; Facebook Live, Twitch, TikTok, and the like are **not covered** by this enforcement discretion.

- **Use the highest privacy** setting and enable encryption where possible.

- **BAA requirements are waived** but still obtain a BAA if available.

- The enforcement discretion **will expire** when the pandemic threat has passed.

TELEHEALTH Q&A:

We hear you! In the next Care Alert, look for a **Telehealth Billing-101 Resource** including:

- Documentation requirements

- Coding guidance including coding for:
    - *Routine exams*
    - *Physical Exams*
    - *Annual Wellness Exams*
    - *Preventative and screening exams*
    - *COVID-19 related coding*
    - *Medicare/MA tips*

MEMBER QUESTIONS ANSWERED

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.*

NOTE: *Please reference this [Payer Grid](#) or payer specific information.*

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. If the patient does not have insurance the client bill price is between $51-150 depending on the labs

Question: What are the **codes to bill** for telehealth?

Answer: There are many billable telehealth codes. Most common for primary care: Normal E/M codes (i.e. 99213) with POS (place of service) 02 and a 95 Modifier on the E/M code.

Question: Are payers **reimbursing** E/M codes for Telehealth visits the same as in-office visits?

Answer: For services billed to CMS and for all fully insured plans, **YES.** CMS directed all states to cover telemedicine as a result of the Coronavirus outbreak. This includes dates

of service starting on 3/6/2020. This may not include self-funded plans. Verify benefits and pay close attention to your reimbursements.

Question: Is there a difference in **reimbursement** if you do the televisit from home vs. the office?

Answer: No. the origination guidelines have been waived

Question: What are the **documentation** requirements?

Answer: Document:

- Consent to perform a televisit
- The method of televisit, (Audio or visual synchronous)
- Time spent with patient
- Standard documentation as if in the office.

Consider using templates to capture all documentation.

Question: In reference to **required consent** for televisits, can the consent be verbal?

Answer: Yes.

Question: What is the **reimbursement** on just a **phone call** if video is not available?

Answer: Based on recent communication, reimbursement for government payers and fully funded plans should be the same unless this info is available regarding self-funded plans.

Question: Can you please address **diagnosis codes**, so patients will **not** have to pay copay or deductible?

Answer: The COVID-19 related diagnosis codes are:

Z03.818-concern of possible exposure

Z20.828-confirmed contact exposure

Utilize these codes when possible. This will increase the likelihood patients will have zero cost sharing.

Question: What paper or electronic trail is required to maintain for telemedicine visits?

Answer: Document the encounter with the required elements in the EMR as usual.

Question: Do we have to **document** that visual and audio was not available?

Answer: You need to document what **method** was utilized (video/audio). If you are using a HIPAA non-compliant tech, consider including documentation that indicates a compliant method was unavailable.

NEED TO KNOW

NEW RESOURCE PAGE

This **NEW** [Catalyst Resource Page](#) will be updated every day with all the resources you have been finding inside of the Care Alerts. This includes the **Catalyst Care Alerts, Catalyst Coronavirus Webinars, practice and patient handouts, and the wellness resources**. This exciting addition is the first step towards enhancing the way we communicate updates with the Network.

*Please note: You will need to enter the **password "catalystcares"** to view the recordings*

CATALYST WELLNESS SERIES

Tune in for our **NEW** health and wellness series led by Sean Terwilliger: [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, March 24th, 12pm-1pm**.

We will be hosting **Live Webinars** every **Tuesday and Thursday** to continue bringing important updates to the Network and foster a learning environment during this time of need.

Webinars have space for up to 300 participants. To increase access, please consider viewing in groups. Connection details are below:

- Topic: TBD
- Will include Q&A opportunity

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!