



March 20, 2020

Dear Valued Generations HMO Health Plan Provider:

As a follow-up to our initial communication dated March 12, CHRISTUS Health Plan Generations is working to continue to provide you with information related to the COVID-19 pandemic. We continue to follow CDC guidelines and monitor the situation closely, and remain committed to responding to the needs of members and providers in the safest manner necessary.

Telehealth | Telemedicine Services

We strongly encourage members to access telehealth services, as we want to encourage social distancing and reduce the potential spread of COVID-19 to patients and providers. Telehealth visits are considered the same as in-person visits and will be paid at the same rate.

Under the "Expansion of Telehealth with 1135 Waiver," Medicare can pay for office, hospital and other visits furnished via telehealth across the country including the home beginning March 6, 2020.

There are a specific set of services that are available through telehealth they include: evaluation and management visits (common office visits); mental health counseling; and preventive health screenings. Telehealth claims should be submitted with place of service **02**.

Testing and Treatment | Prior Authorization

An emergency order released on March 12, 2020, requires Health Plan members in New Mexico to receive COVID-19 testing and treatment without member cost-share. This includes flu and pneumonia testing and treatment if related to COVID-19. In addition, there are no prior authorization requirements associated to this testing and treatment.

CMS has created specific HCPCS codes (**U0001 and U0002**) that should be billed for non-CDC laboratory testing. A CPT code has also been created (**87635**) for billing by laboratories and hospitals for COVID-19 testing.

Additionally, a new ICD-10 code was developed for infection with the novel coronavirus (**B97.29**); this diagnosis code should be billed with the applicable procedure code.

Resources

If you suspect your patient has symptoms of COVID-19, please direct the patient to the New Mexico Department of Health immediately.

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919 Hidden Ridge | Irving | TX 75038
Tel 844.282.3026 | Fax 210.766.8854 | ChristusHealthPlan.org

New Mexico Department of Health
Telephone: **505.827.0006**
Website: **cv.nmhealth.org**

If you have any questions regarding this letter, please contact CHRISTUS Health Plan COVID-19 resource page at **ChristusHealthPlan.org/Covid19**.

CHRISTUS Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CHRISTUS Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

CHRISTUS Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English such as:
 - o Qualified interpreters
 - o Information written in other languages

If you need these services, contact a hospital employee. If you believe that CHRISTUS Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability,

or sex, you can file a grievance with: Gregory J. Ehardt, J.D., LL.M., CHRISTUS Health, Civil Rights Coordinator, 919 Hidden Ridge, Irving, TX 75038, Telephone: 469.282.1298, Fax: 210.766.9468, CHRISTUS. CivilRights@christushealth.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Gregory J. Ehardt, J.D., LL.M. is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201, 1.800.368.1019, 800.537.7697 (TDD) Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。 주의: 한국어를 사용하시는 경우,

언어 지원 서비스를 무료로 이용하실 수 있습니다. ملحوظة: إذا كنت تتحدث انكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم خرددار: انكر آب اردو بولنے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ كال PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

توجه: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان در دسترس شماست. ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。 注意： 日本語を話される場合、無料の言語支援をご利用いただけます。 注意： 日本語を話される場合、無料の言語支援をご利用いただけます。 注意： 日本語を話される場合、無料の言語支援をご利用いただけます。