

NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits



COVID-19 Webinar for Medicaid Providers

May 7th, 2020

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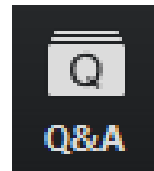
Director of North Carolina AHEC

Agenda

- Welcome & Logistics
- Medicaid Policy Updates
- Panel Discussion: Telehealth & Chronic Disease Management
- Questions
- Resources

Logistics for today's COVID-19 Forum

Question during the live webinar



questionsCOVID19webinar@gmail.com

Technical assistance

technicalassistanceCOVID19@gmail.com

Medicaid Policy Updates

Hybrid Home-Telehealth Visit Review

- Allows a Telehealth visit to be paired with a Home visit by an appropriately trained delegated staff person

- Use Cases

- High Risk Pregnancy
- Uncontrolled chronic illness requiring closer follow up
- Well Child for infant or Complex child
- Provision of vaccines, draw labs, monitor vitals in select patients
- Who can use this? Bulletin clarification.
- Billing Methodology has some nuances
 - Well Child, Routine E&M, Antepartum Individual Visits VS
 - Pregnancy in Pregnancy Global Package VS
 - FQHC, RHC, LHD

SERVICE	APPLICABLE PROVIDERS	RATE CODE OR PROCEDURE	MODIFIERS & POS	SOURCE BULLETIN
Telemedicine with Supporting Home Visit	Non-FQHCs (including Local Health Departments) <ul style="list-style-type: none"> Eligible providers to perform the telemedicine visit include: <ul style="list-style-type: none"> Physicians Nurse practitioners Physician assistants Certified nurse midwives The assisting care team member performing the home visit should be an appropriately-trained delegated staff person. 	99347, 99348, 99349, 99350	<ul style="list-style-type: none"> Reported with POS 12 (home) For Well Child services only: <ul style="list-style-type: none"> Medicaid: EP, GT & CR NC Health Choice: TJ, GT & CR For Perinatal Services only: See SPECIAL BULLETIN COVID-19 #49 for special billing and coding guidance for perinatal telemedicine visits with a supporting home visit. For all other services: Modifiers GT & CR 	<ul style="list-style-type: none"> SPECIAL BULLETIN COVID-19 #78: Telehealth Clinical Policy Modifications – Telemedicine with Supporting Home Visit
	FQHCs, FQHC Look-Alikes & RHCs <ul style="list-style-type: none"> Eligible providers to perform the telemedicine visit include: <ul style="list-style-type: none"> Physicians Nurse practitioners Physician assistants Certified nurse midwives The assisting care team member performing the home visit should be an appropriately-trained delegated staff person. 	<ul style="list-style-type: none"> For Well Child Services only: 99347, 99348, 99349, 99350 For all other services: T1015 + Q3014 	<ul style="list-style-type: none"> Reported with POS 12 (home) For Well Child Services only: <ul style="list-style-type: none"> Medicaid: EP, GT & CR NC Health Choice: TJ, GT & CR For all other services: GT and CR 	

NC Medicaid Be Smart Family Planning Program (MAFDN) Updates

- Provisions:
 - Telemedicine: New and Established Patients
 - Telephonic: Established Patients Only
- Suspension of Annual Exam Requirement temporarily
 - Claims can be submitted without annual exam date
- Both Telephonic and Telemedicine encounters count toward the benefit limit of *6 visits in 365 days*
- No Prior Authorization required
- Adult Preventive Medicine visits are NOT covered under telehealth or virtual health provisions
- GT for telemedicine, CR for all, FP for all
- Place of Service is usual place of service



Local Health Department Updates

- Hybrid Home-Telehealth Visit is open for LHDs to bill for
- Telehealth visits are approved to replace the home visits for:
 - Newborn
 - Postpartum

Perinatal Providers: Key Changes during State of Emergency

- Perinatal providers may use telemedicine to provide antepartum and postpartum care to both **new and established** patients.
 - [Special Bulletin # 34](#) (all Medicaid providers)
 - [Special Bulletin #49](#) (specific to perinatal providers)
- Perinatal providers may engage with **established** patients through virtual patient communications.
 - [Special Bulletin # 34](#)
- Perinatal providers may be reimbursed for management of patients' blood pressure via self-measured blood pressure monitoring.
 - Reimbursement for Remote Physiologic Monitoring (RPM) is also available.
 - Reimbursement is available for automatic blood pressure monitors.
 - Reimbursement is available for self-measured Blood Pressure Monitoring).
 - [Special Bulletin # 34](#) (Remote Physiologic Monitoring)
 - [Special Bulletin # 49](#) (Automatic blood pressure monitors)
- Perinatal providers may be reimbursed for care conducted with a simultaneous home visit made by an appropriately-trained delegated staff person.
 - [Special Bulletin #78](#) (Hybrid Telemedicine with Simultaneous Home Visit)
 - [Special Bulletin #49](#)
- Perinatal providers may provide a postpartum depression screening during a telehealth visit or online patient portal communication (if on the same day as, and in advance of, an in-person office or telemedicine visit).
 - [Special Bulletin # 65](#) (Postpartum Depression Screening)
- Medical lactation services can be delivered via telehealth to new or established patients.
 - [Special Bulletin # 34](#)
- Pregnancy Medical Home incentive payments are available in conjunction with care conducted via telemedicine.
 - [Special Bulletin #49](#)

COMING SOON: USE CASES FOR PERINATAL CARE

Some Things NC Medicaid Has Done Differently

- Virtual Visit (telephonic and portal) restrictions related to care in prior 7days and future 24 hours waived (CR modifier)
- Paying telephonic at 80% of E&M FFS
- Added payment for portal communication
- Added payment for MD to MD consult
- Added Telehealth provisions for prevention visits for children
- Added broad changes for enhanced BH provider services
- Continually improved our provisions based on provider feedback
- Extending our policy provisions until at least 7/25/20
- Will provide 30 day notice of provision modifications*

*Excluding emergency changes



New Coverage Requests?

Email Medicaid.COVID19@dhhs.nc.gov



Direct to All NC Medical Providers

Initiate Virtual Care(telephonic and portal)
Deployment of MD to MD Consultation Codes
Cover Broad Telehealth at Parity
COVID Differential Rate Telephonic at ~80% E&M Parity
Retroactive to 3/10/20
Implement Remote Physiologic Monitoring
Creation of Enhanced Hybrid Home-Telehealth Visit
Practice Support through AHEC/CCNC Contracts
COVID Triage Plus Line through CCNC
Hardship Payments for Practices

Medical Homes

Interim PMPM Payment adjustment
Pregnancy Medical Home(PMH) Incentive
via virtual or telehealth
PMH Obstetrical Care via Telehealth
Open Well Child Care via Telehealth

5% legislature
approved
retroactive back
to March 1

COVID-19
Provider Infrastructure
Support Strategy

NC MEDICAID

ADDITIONAL RESOURCES:

Free Telehealth Platforms w/CCNC/NCMS
Additional Telehealth Training ORH
HRSA Payments to FQHCs
CARES Act Funding
Medicare Prepayment Program
Uninsured COVID Payments(HRSA)

Safety Net(FQHC and RHC)

Allow Distant Site Telehealth
COVID Differential Core Service at
120% for FTF/Telehealth April-June
Allow Virtual and Remote Patient
Monitoring Payments at FFS

Additional Long Term Care & Hospital
Based Financial Supports Not Included
In This Document

Primary Care Providers - Patient Risk for COVID-19

Pick County Yancey



All providers

ROBERT DALE CLARK
137 NOTALEE ST NEWLAND, 28657
828-528-3009

COVID-19 High Risk Pop.: 7.39%
Minority Pop.: 10.11%
Access to Care: Adequate
High Speed Internet: Yes
AMH: Yes

JOSEPH D BARKER
2139 LINVILLE FALLS HWY LINVILLE, 28646

877-287-3643

COVID-19 High Risk Pop.: 7.39%

Minority Pop.: 10.63%

Access to Care: Adequate

High Speed Internet: Yes

AMH: No

LEVERNE SMITH

2139 LINVILLE FALLS HWY LINVILLE, 28646

877-287-3643

COVID-19 High Risk Pop.: 7.39%

Minority Pop.: 10.63%

Access to Care: Adequate

High Speed Internet: Yes

AMH: No

LEESA ANNE SAMPSON

360 BEECH ST NEWLAND, 28657

828-733-5889

COVID-19 High Risk Pop.: 7.39%

Minority Pop.: 10.63%

Access to Care: Adequate

High Speed Internet: Yes

AMH: No

LYNDSAY DANIELLE JENSEN

Address 116 SEVEN MILE RIDGE RD
BURNSVILLE, NC 28714

Phone # 828-675-4116

COVID-19 Risk 7.19%

Minority Pop. 11.5%

Access to Care Adequate

High Speed Internet No

AMH No

JESSICA

436 HOSPITAL DR

828-737-7711

COVID-19 High Risk Pop.: 7.39%

Minority Pop.: 10.44%

Access to Care: Underserved

High Speed Internet: Yes

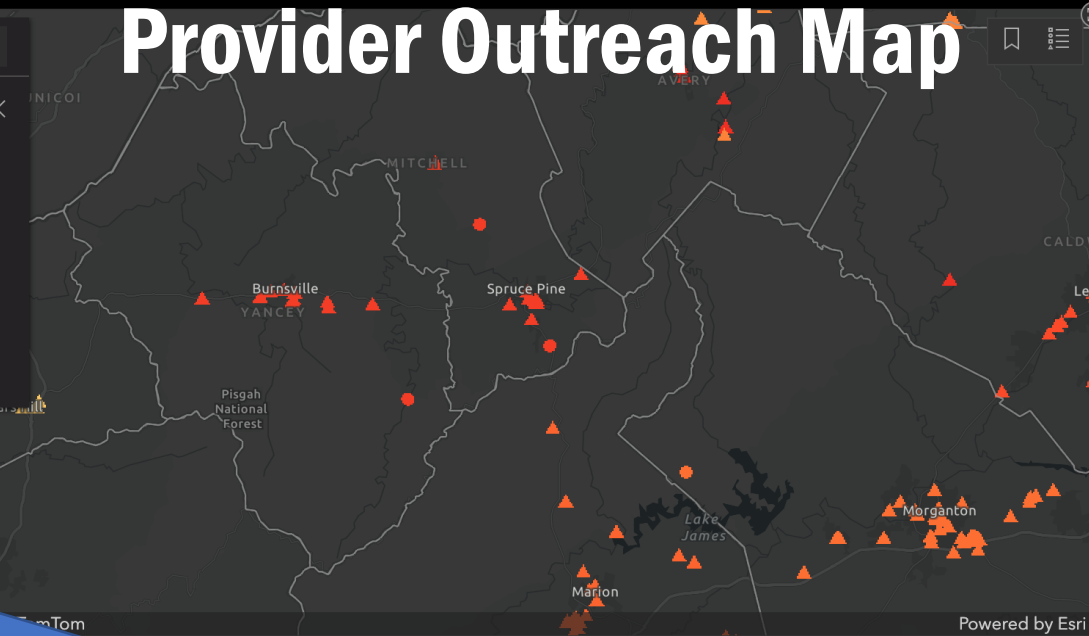
AMH: No

STEPHEN WILLIAM NORTH

11 N MITCHELL AVE BAKERSVILLE, 28705

828-467-8815

Results sorted by COVID-19 Risk



Powered by Esri

No High Speed Internet Access

KIRSTIN JAMES RULE

116 SEVEN MILE RIDGE RD BURNSVILLE, 28714

828-675-4116

COVID-19 High Risk Pop.: 7.19%

Minority Pop.: 11.5%

Access to Care: Adequate

High Speed Internet: Yes

AMH: No

JOSEPH D BARKER

2139 LINVILLE FALLS HWY LINVILLE, 28646

828-733-0270

Results sorted by COVID-19 Risk

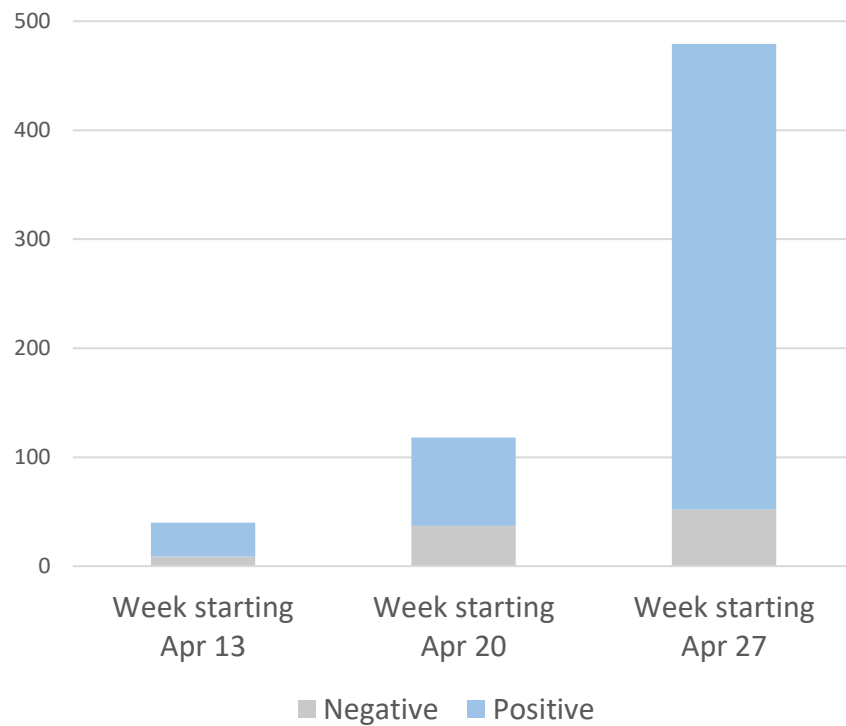
RALL

BURNSVILLE, 28714

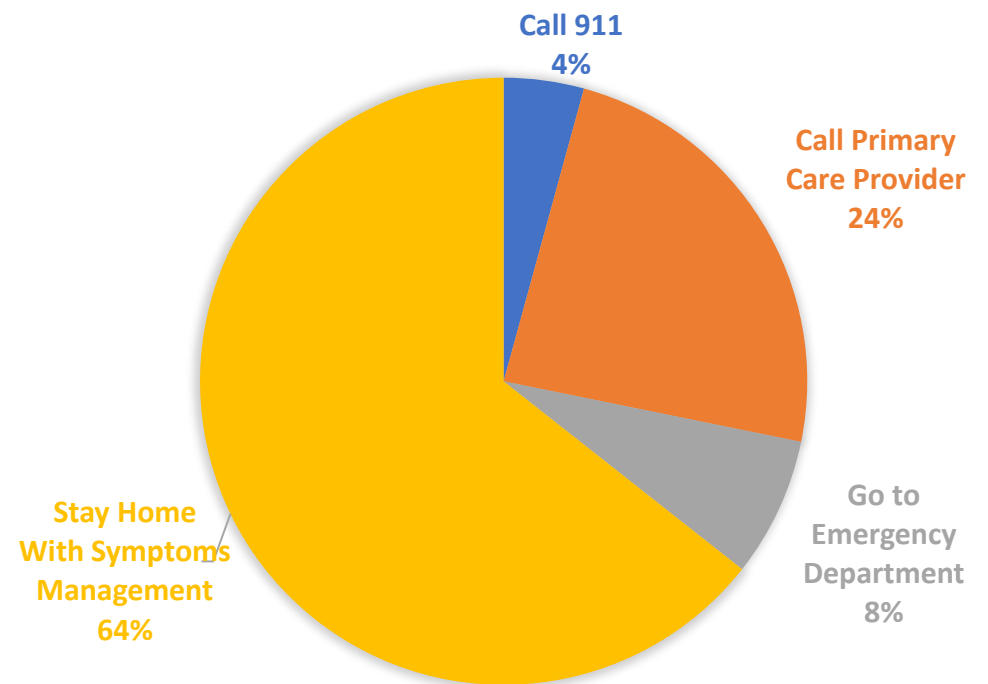
Results sorted by COVID-19 Risk

COVID Triage Plus Line Screenings

Screening Results by Week



Recommendation Following Positive Screen



Telehealth & Chronic Disease Management



**50 year old with DM,
HTN and chronic
renal insufficiency**

**12 year old with
chronic lung disease
and tracheostomy in
wheelchair**





**7 year old with
rash**

**48 year old with
CAD and CHF with
recent exacerbation**





**10 year old with
ADHD and
persistent asthma**

**56 year old with
poorly controlled
HTN**



Questions?



Where To Get Information and Help

Available Telehealth Vendor Support

- Several organizations are partnering with vendors to provide telehealth services at no cost to providers for a limited time:
 - CCNC partnering with DocsInk
 - NC Medical Society partnering with Presence
 - NC Community Health Center Association partnering with Doxy.Me

How to Contact Practice Support

CCNC Practice Support

Email: CCNCsupport@communitycarenc.org OR

CCPNSupport@communitycarenc.org

Phone: 919-926-3895

Website: <https://www.communitycarenc.org/statewide-operations>

NC AHEC Practice Support

Email: practicesupport@ncahec.net

Phone: 919-445-3508

Website: <https://www.ncahec.net/practice-support/what-we-do/>

Healthcare Preparedness Survey for Providers

- It is critical that DHHS understands the medical staffing resources available and needs identified across the state to prepare for the peak of the COVID-19 outbreak.
- Hospitals regularly report their needs to the Healthcare Preparedness Coalitions but there has not been a way to gather this information from practices, until now.
- Please complete the following brief survey in order to enable DHHS to provide current information and source supplies more effectively.

Survey link: <https://nc-covid19.sirs.unc.edu/healthcare-preparedness>

COVID-19 Triage Plus – Resource for Practices and their Patients

Statewide, Inbound Call Center Providing:

- Information on COVID-19
- Clinical Triage by RNs, using latest CDC/NCDHHS guidance
- Care Coordination services
- Open to all NC residents, regardless of payer/insurance

**COVID-19 Triage Plus Line:
211 or (877) 490-6642**

**Hours of Operation: 7am – 11pm
7 days a week, including holidays**

Please add this number to your practices outbound phone message and your website.

Medicaid Resources

Medicaid COVID-19 website: medicaid.ncdhhs.gov/coronavirus

Medicaid Special Bulletins: <https://medicaid.ncdhhs.gov/about-us/coronavirus-disease-2019-covid-19-and-nc-medicaid/covid-19-special-medicaid-bulletins>

Rates: medicaid.ncdhhs.gov/providers/fee-schedules

NCDHHS COVID-19 website: www.ncdhhs.gov/coronavirus

Telehealth Billing Code Summary: <https://files.nc.gov/ncdma/covid-19/NCMedicaid-Telehealth-Billing-Code-Summary-20200407.pdf>

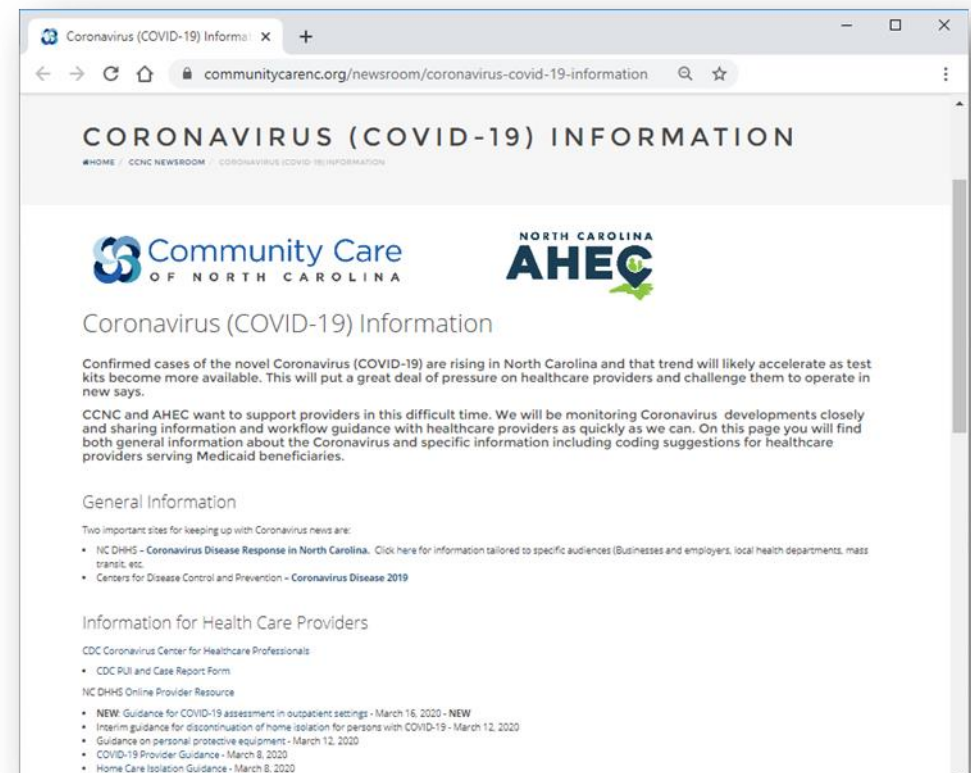
Email for Medicaid-specific questions or concerns:
medicaid.covid19@dhhs.nc.gov

CCNC/AHEC Website

<https://www.communitycarenc.org/newsroom/coronavirus-covid-19-information>

Links for NCDHHS info on:

- General information on COVID-19
- Medicaid coding changes and suggestions for implementing
- Guidance on workflow changes
- Financial assistance
- Webinar recordings



Additional COVID-19 Webinars

NC AHEC/Office of Rural Health Telehealth Webinars

Addressing the role of virtual visits in responding to COVID-19

Mondays from 12-1pm

<https://zoom.us/j/985104650>

Navigating COVID-19: Financial Resources for Practices in the CARES Act

Information for providers on available financial resources

Tuesdays from 6-7pm

<https://zoom.us/j/131899801>

DPH/NC AHEC Webinars

DPH provides COVID-19 updates and Q&A with providers

Fridays from 12:30-1pm

<https://zoom.us/j/705979628>