COVID-19 Webinar for Medicaid Providers

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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
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 (SMBPM). Reimbursement for Remote Physiologic Monitoring (RPM) is also available.
  - Special Bulletin #43 (Self-measured Blood Pressure Monitoring).
  - Special Bulletin #48 (Remote Physiologic Monitoring)
  - Special Bulletin #29 (DME coverage for automatic blood pressure monitors)

- Perinatal providers may be reimbursed for a telemedicine visit conducted with a simultaneous home visit made by an appropriately-trained delegated staff person.
  - Special Bulletin #78 (Hybrid Telemedicine with supporting home visits)
  - Special Bulletin #49

- Perinatal providers may provide a postpartum depression screening during a telemedicine visit, or via telephone 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 7 days 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
5% legislature approved retroactive back to March 1

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

COVID-19 Provider Infrastructure Support Strategy
NC MEDICAID

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 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)

Additional Long Term Care & Hospital Based Financial Supports Not Included In This Document
IN DEVELOPMENT HOT SPOT MAPPING
COVID Triage Plus Line Screenings

Screening Results by Week

- Week starting Apr 13
- Week starting Apr 20
- Week starting Apr 27

Recommendation Following Positive Screen

- Call 911: 4%
- Call Primary Care Provider: 24%
- Go to Emergency Department: 8%
- Stay Home With Symptoms Management: 64%
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/
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


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

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


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


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

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