

THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:**COUNTIES:**

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

LINES OF BUSINESS:

- Molina Medi-Cal Managed Care
- Molina Medicare Options Plus
- Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
- Molina Marketplace (Covered CA)

PROVIDER TYPES: **Medical Group/ IPA/MSO****Primary Care**

- IPA/MSO
- Directs

Specialists

- Directs
- IPA

 Hospitals**Ancillary**

- CBAS
- SNF/LTC
- DME
- Home Health
- Other

FOR QUESTIONS CALL PROVIDER SERVICES:
(888) 562-5442, Extension:

Los Angeles/Orange Counties

X123017

Riverside/San Bernardino Counties

X120613

Sacramento County

X121599

San Diego County

X121735

Imperial County

X125682

COVID-19 PROVIDER NOTIFICATION

This is an advisory notification to Molina Healthcare of California (MHC) network providers with information regarding an COVID-19 Provider Notification.

What is COVID-19?

COVID-19 is a new strain of coronavirus, which originated in Wuhan City, China. The name COVID-19, is short for "coronavirus disease 2019." This virus causes respiratory illness and has infected thousands of people worldwide. The CDC and WHO are actively monitoring the outbreak of this new coronavirus strain. For travel and advisories, please visit the CDC's Traveler's Health website at: <https://wwwnc.cdc.gov/travel>.

What are the symptoms of COVID-19?

Common signs of infection include fever, cough, and respiratory symptoms such as shortness of breath and breathing difficulties. In more severe cases, this infection can cause pneumonia, acute respiratory distress syndrome, kidney failure, and even death. People with heart and lung disease or weakened immune systems, as well as infants and older adults, are at higher risk for more severe symptoms from this illness.

How is COVID-19 spread?

Coronaviruses are generally thought to be spread most often by respiratory droplets. They are usually spread from an infected person to others through the air by coughing and sneezing, and through close personal contact such as touching or shaking hands.

Who should be tested?

The Centers for Disease Control and Prevention (CDC) is telling clinicians to use their judgment in determining whether testing is necessary. They should consider the presence of symptoms (fever, cough, shortness of breath), travel history, contact with a confirmed COVID-19 patient and local epidemiology, and should rule out other potential causes of illness.

This expands testing to a wider group of symptomatic patients. Clinicians should use their judgment to determine if a patient has signs and symptoms compatible with COVID-19 and whether the patient should be tested. Decisions on which patients receive testing should be based on the local epidemiology of COVID-19, as well as the clinical course of illness. Most patients with confirmed COVID-19 have developed fever and/or symptoms of acute respiratory illness (e.g., cough, difficulty breathing). Clinicians are strongly encouraged to test for other causes of respiratory illness, including infections such as influenza.

Epidemiologic factors that may help guide decisions on whether to test include:

any persons (including healthcare workers) who have had close contact with a laboratory-confirmed COVID-19 patients within 14 days of symptom onset, or a history of travel from affected geographic areas within 14 days of symptom onset. When there is a suspected case of COVID-19, clinicians should immediately notify their state or local health department and implement infection control practices.

As availability of diagnostic testing for COVID-19 increases, clinicians will be able to access laboratory tests for diagnosing COVID-19 through clinical laboratories performing tests authorized by FDA under an Emergency Use Authorization (EUA). Clinicians will also be able to access laboratory testing through public health laboratories in their jurisdictions.

What billing codes are related to COVID-19?

CPT	Description HCPCS
U001	This code is used specifically for CDC testing laboratories
U002	This code is used for non-CDC testing laboratories

ICD-10	Description HCPCS
B97.29	Other coronavirus as the cause of diseases classified elsewhere
Z03.818	Encounter for observation for suspected exposure to other biological agents – ruled out
Z20.828	Contract with and (suspected) exposure to other viral communicable diseases

RESOURCE REFERENCES:

CDC: ICD-10-CM Official Coding Guidelines – Supplement. Coding encounters related to COVID-19 Coronavirus Outbreak. Effective: February 20, 2020.

Telehealth Services via Teladoc:

- Effective 3/12/2020, all Marketplace members are now able to access Teladoc services for any diagnosis with no cost share.
- Effective 3/13/2020, a co-sponsored email was sent with a notification to all Marketplace subscribers, notifying members of access to virtual healthcare visits for any diagnosis through Teladoc, without cost share.

For questions regarding Teladoc, please call: 1-800-Teladoc.

To register or sign up for services, please visit:

https://member.teladoc.com/signin?pk_campaign=2020_Coronavirus_BePrepared_OFTEmail&pk_kw=2020_Coronavirus_BePrepared_OFTEmail&pk_medium=emailOFT, or visit: www.MyMolina.com for more information.

WHAT MOLINA IS DOING TO HELP ITS MEMBERS:

Molina will waive co-pays and cost share for the diagnostic laboratory test for COVID-19 (If the outbreak continues please monitor our provider notifications for potential extension of this policy). This policy will cover the test kit for patients who meet CDC guidelines for testing, which can be done in any approved laboratory location. Molina will waive the member costs associated with this diagnostic testing for COVID-19 at any authorized location for all Medicare, Marketplace, and Medicaid lines of business. No Prior Authorization is needed for this testing.

Molina will offer zero co-pay and cost share for participating (PAR) telemedicine visits (where these are a covered benefit) - for any diagnosis (If the outbreak continues please monitor our provider notifications for potential extension of this policy). Molina members

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Please leave provider name and fax number and you will be removed within 30 days.*

should use telemedicine as their first line of defense in order to limit potential exposure in physician offices. Cost sharing will be waived for all video visits by in-network providers delivering synchronous virtual care (live video-conferencing) for those plans that cover this type of service.

Molina Healthcare of California Marketplace members may call Teladoc at 1-800-Teladoc (1-800-835-2362) for help registering your account over the phone, or online at:

<https://member.teladoc.com/molinamarketplace>, or by downloading the app from <https://www.teladoc.com/>.

Molina will waive co-pays and cost share for office visits, urgent care visits, and ED visits where the diagnosis rendered is specifically related to COVID-19 (If the outbreak continues please monitor our provider notifications for potential extension of this policy).

Visits for other symptoms or diagnoses will not have co-pay or cost share removed. This includes not removing cost share for other laboratory testing (besides COVID-19 testing), x-rays, or other add-on testing.

Molina will relax refill timing on all prescriptions (If the outbreak continues please monitor our provider notifications for potential extension of this policy). Refill timing will be relaxed to allow refills up to 7 days early or in accordance with applicable state and federal laws.

Molina will allow 90-day prescription volumes:

This covers prescriptions and refills performed at CVS pharmacies.

Molina Nurse Advise Line will continue to be available 24 hours a day, 7 days a week:

Molina Healthcare of California Members may call the Nurse Advice Line with health questions,

English: (888) 275-8750

Spanish: (866) 648-3537

Deaf, Hard of Hearing or Speech Impaired: 7-1-1 or (866) 735-2929

QUESTIONS

If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (888) 562-5442. Please refer to the extensions on page one.