

## **COVID-19 information from Anthem Blue Cross**

This communication applies to the Medicaid and Medicare-Medicaid Plan (MMP) programs for Anthem Blue Cross (Anthem).

Anthem is closely monitoring COVID-19 developments and how the novel coronavirus will impact our customers and provider partners. Our clinical team is actively monitoring external queries and reports from the Centers for Disease Control and Prevention (CDC) and California Department of Public Health to help us determine what action is necessary on our part. Anthem will continue to follow California Department of Public Health guidance policies.

### **What is Anthem doing to prepare?**

Our clinical team is actively monitoring external queries and reports from the CDC to help us determine what actions are necessary on our part to further support our stakeholders. Anthem has a business continuity plan for serious communicable disease outbreaks, including pandemics, and will be ready to deploy the plan if necessary.

### **How is Anthem monitoring COVID-19?**

Our enterprise-wide business continuity program includes recovery strategies for critical processes and supporting resources; automated 24/7 situational awareness monitoring for our footprint and critical support points; and our Virtual Command Center for Emergency Management command, control and communication.

In addition, we have established a team of experts to monitor, assess and help facilitate timely mitigation and response where it has influence as appropriate for the evolving novel coronavirus threat.

### **Does Anthem have recommendations for reporting, testing and specimen collection?**

The CDC updates these recommendations frequently as the situation and testing capabilities evolve. See the latest information from the CDC at <https://www.cdc.gov/coronavirus/2019-nCoV/hcp/clinical-criteria.html>.

### **How should I code a claim for a patient if I believe they have COVID-19?**

The CDC recommends the following related to COVID-19 diagnostic test billing: <https://www.cdc.gov/nchs/data/icd/ICD-10-CM-Official-Coding-Guidance-Interim-Advice-coronavirus-feb-20-2020.pdf>.

### **Will Anthem cover COVID-19 screening and testing?**

Anthem will cover all medically necessary screening and testing for COVID-19. Anthem is waiving member cost shares and any prior approval for these services for all fully-insured, Individual, Medi-Cal and Medicare plans.

\* LiveHealth Online is an independent company providing telehealth services on behalf of Anthem.

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**Does Anthem require prior authorization on the focused test used to diagnose COVID-19?**

No, prior authorization is not required for diagnostic services related to COVID-19 testing.

**What cost-sharing is being waived?**

Cost-sharing including, but not limited to, co-pays, deductibles, and coinsurance is being waived for all medically necessary screening and testing for COVID-19, including hospital (including emergency department), urgent care visits, and provider office visits where the purpose of the visit is to be screened and/or tested for COVID-19.

**In case of mass epidemic, how can you ensure that your contracted providers can still provide services?**

Anthem is committed to working with and supporting its contracted providers. Our benefits already state that if members do not have appropriate access to network providers, we will authorize coverage for out-of-network providers as medically necessary.

In addition, our telehealth provider, [LiveHealth Online](#), is a safe and effective way for members to see a provider and receive health guidance related to COVID-19 from their home via mobile device or a computer with a webcam.

**Are there any limitations in coverage for treatment of an illness that is part of an epidemic?**

Our standard health plan contracts do not have exclusions or limitations on coverage for services for the treatment of illnesses that result from an epidemic.