COVID-19 information (April 9 update)

HealthKeepers, Inc. is closely monitoring COVID-19 developments and how they will impact our Anthem HealthKeepers Plus members and our health care provider partners. Our clinical team is actively monitoring external queries and reports from the CDC to help us determine what action is necessary on our part.

Due to the financial hardship brought on by the COVID-19 pandemic, HealthKeepers, Inc. remove the copays that normally apply to FAMIS members.

Summary

**COVID-19 testing and visits associated with COVID-19 testing**
Tests samples may be obtained in many settings including a doctor’s office, urgent care, ER or even drive-thru testing once available. While a test sample cannot be obtained through a telehealth visit, the telehealth provider can help connect members with testing.

**Telehealth (video + audio) and telephonic care:**
HealthKeepers, Inc. is following guidance from the Department of Medical Assistance Services (DMAS). For the most up-to-date information, please refer to [https://mediproviders.anthem.com/va/pages/covid.aspx](https://mediproviders.anthem.com/va/pages/covid.aspx).

**Frequently asked questions:**

**Actions taken by HealthKeepers, Inc.**

**What is HealthKeepers, Inc. doing to prepare?**
HealthKeepers, Inc. is committed to help provide increased access to care while eliminating costs to help alleviate the added stress on individuals, families and the nation’s healthcare system.

These actions are intended to support the protective measures taken across the country to help prevent the spread of COVID-19 and are central to our commitment to remove barriers and support communities through this unprecedented time.

HealthKeepers, Inc. is committed to help our members gain timely access to care and services in a way that places the least burden on the healthcare system. Our actions should reduce barriers to seeing a doctor, getting tested and maintaining adherence to medications for long-term health issues.

**How is HealthKeepers, Inc. monitoring COVID-19?**
HealthKeepers, Inc. is monitoring COVID-19 developments and what they mean for our associates and those we serve. We are fielding questions about the outbreak from our customers, members, providers and associates. Additionally, our clinical team is actively monitoring external queries and reports from the CDC to help us determine what action is necessary on our part to further support our stakeholders.

[https://mediproviders.anthem.com/va](https://mediproviders.anthem.com/va)

HealthKeepers, Inc. is an independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. Anthem HealthKeepers Plus, offered by HealthKeepers, Inc., is a health plan that contracts with the Virginia Department of Medical Assistance Services to provide Commonwealth Coordinated Care Plus (CCC Plus) benefits to enrollees.

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We have a business continuity plan for serious communicable disease outbreaks, inclusive of pandemics, and will be ready to deploy the plan if necessary.

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 the Virtual Command Center for Emergency Management command, control and communication.

In addition, HealthKeepers, Inc. has 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.

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

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

**COVID-19 testing**

**Will HealthKeepers, Inc. waive normally required member copays for COVID-19 testing and visits associated with COVID-19 testing?**

Due to the financial hardship brought on by the COVID-19 pandemic, HealthKeepers, Inc. will waive all normally required member copays for our members. This applies not only to COVID-19 care, but also to care not related to COVID-19 testing and treatment.

Tests samples may be obtained in many settings including a doctor’s office, urgent care, ER or even drive-through testing once available. While a test sample cannot be obtained through a telehealth visit, the telehealth provider can connect members with testing.

**When member cost sharing has been waived as outlined in this FAQ, how does that impact provider reimbursement?**

HealthKeepers, Inc. will process the claim as if there is no member cost sharing, as it does, for example, with preventative health services.

**How is HealthKeepers, Inc. reimbursing participating hospitals that perform COVID-19 diagnostic testing in an emergency room or inpatient setting?**

Reimbursement for COVID-19 testing performed in a participating hospital emergency room or inpatient setting is based on existing contractual rates inclusive of member copays waived by HealthKeepers, Inc.

**How is HealthKeepers, Inc. reimbursing participating hospitals which are performing COVID-19 diagnostic testing in a drive thru testing setting?**

Based on standard AMA and HCPCS coding guidelines, for participating hospitals with a lab fee schedule, we will recognize the codes 87635, 87798, 87631, 87798, 87635, U0001 and U0002, and will reimburse drive thru COVID-19 tests according to the lab fee schedule inclusive of member cost-share amounts waived by HealthKeepers, Inc. Participating hospitals without lab fee schedules will follow the same lab testing reimbursement as defined in their facility agreement with HealthKeepers, Inc. inclusive of normally applicable member copay amounts waived by HealthKeepers, Inc.

**Does HealthKeepers, Inc. require a 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.

**Does HealthKeepers, Inc. require use of a contracted provider for the COVID-19 lab test in order for waiver of the member’s normally applicable copays to apply?**

HealthKeepers, Inc. will waive any normally required member copays for COVID-19 lab tests performed by participating and non-participating providers.

**Virtual, telehealth and telephonic care**

HealthKeepers, Inc. is following guidance from the Department of Medical Assistance Services (DMAS). For the most up-to-date information, please refer to [https://mediproviders.anthem.com/va/pages/covid.aspx](https://mediproviders.anthem.com/va/pages/covid.aspx).

**Coding, billing and claims**

**Does HealthKeepers, Inc. 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: [https://www.cdc.gov/coronavirus/2019-nCoV/hcp/clinical-criteria.html](https://www.cdc.gov/coronavirus/2019-nCoV/hcp/clinical-criteria.html).

**What diagnosis codes would be appropriate to consider for a patient with known or suspected COVID-19?**


**Does HealthKeepers, Inc. expect any slowdown with claim adjudication because of COVID-19?**

We are not seeing any impacts to claims payment processing at this time.

**Other**

**Are you aware of 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.