



# Provider Notice

**TO:** All Community Care Plan Providers – Office Managers

**DATE:** March 13, 2020

**SUBJECT:** Important information for CCP’s Participating PCP Providers about COVID-19

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Now that COVID-19 has reached South Florida, we'd like to take this opportunity to answer some of the most common provider questions.

**Are there copays for Primary Care Provider (PCP) Visits?**

As a reminder, CCP’s Medicaid (MMA) and Florida Healthy Kids lines of business do not include a copay for PCP visits.

**Does CCP cover the cost of COVID-19 testing for members?**

CCP’s Medicaid and Florida Healthy Kids lines of business do not include a copay for Diagnostic Testing (laboratory). This policy covers the cost of physician-ordered testing that are completed at our participating hospitals and our contracted laboratory vendors, Quest Diagnostic and LabCorp, for patients who meet the Centers of Disease Control and Prevention (CDC) guidelines.

**Is there access to COVID-19 lab testing?**

CCP recommends that patients who have concerns that they may have been exposed to someone who has COVID-19 or have symptoms of COVID-19 should contact their Primary Care Provider (PCP) or the Florida Department of Health in their county before visiting any health care location for testing.

Quest Diagnostic and LabCorp have announced that they will provide COVID-19 testing and are providing updates to their provider community on their capabilities as well as how to order tests.

| Lab Name          | Testing Available |
|-------------------|-------------------|
| LabCorp           | March 5, 2020     |
| Quest Diagnostics | March 9, 2020     |



Patients for whom testing has been ordered should not be sent to a Quest Diagnostic or LabCorp location or to any of their sites to have a specimen collected. Instead, the appropriate specimen should be collected at the PCP office/health care facility where the patient was seen, and the test was ordered. The specimen should then be sent to these laboratories following standard procedures.

### **Does CCP reimburse for Telemedicine/Telehealth?**

CCP's Medicaid and Florida Healthy Kids lines of business reimburse for telemedicine/telehealth services that use interactive telecommunication equipment such as, at a minimum, audio and video equipment that permit two-way, real time, interactive communication between the patient and practitioner.

PCPs must include modifier GT on the CMS-1500 claim form.

Example: 99213 GT

Telemedicine/telehealth services must also be documented appropriately in the member's medical record. Medical records for services provided via telemedicine/telehealth will be reviewed against the telemedicine/telehealth claims to ensure that the services rendered are documented to:

- The same standard used for in-person services;
- Ensure the member's choice to receive services via telemedicine/telehealth is documented;
- Ensure that appropriate measures are taken by the provider to have the appropriate telecommunication equipment and technical safeguards in place; and
- Ensure the authenticity and security of the information received and how that information is used.

Should you have any questions or concerns, please call our Provider Operations Hotline at 1-855-819-9506 or email [CCP.Provider@ccpcares.org](mailto:CCP.Provider@ccpcares.org).

**Thank you for your patience and cooperation in working with us to keep our community healthy and safe!**