



March 26, 2020

Dear Kaiser Permanente Network Provider,

COVID-19 continues to impact communities in the Colorado region, throughout the United States and around the world. We appreciate your partnership in helping us address the spread of the virus, and in providing prompt and compassionate care to our members and patients.

We are working to address questions you may have, and in this letter, are providing responses and direction regarding questions we have already received from our participating providers. We will continue to keep you informed as the situation evolves.

Member and Patient Costs

We believe that the cost of COVID-19 services should not be a barrier to screening or testing of our members who have received a doctor's order to be tested. Effective March 6, 2020, for all Kaiser Permanente plans, cost sharing (deductibles, copayments and coinsurance) will be reduced to zero dollars (\$0.00) for all medically necessary screening and testing associated with COVID-19. This includes the visit, associated lab testing, and radiology services in a plan hospital, emergency or urgent care setting, or medical office. This cost-sharing reduction will apply to all Kaiser Permanente and Kaiser Permanente Plan (participating) providers. If a member is diagnosed with COVID-19, all treatment including but not limited to hospital, transportation and pharmacy services will be covered in accordance with the terms and conditions set forth in the member's health plan coverage document.

There is no need to seek additional prior authorization from the health plan to provide COVID-19-associated screening, diagnosis, testing or treatment to our members.

Please do not collect cost shares for COVID-19 screening, diagnosis or testing from our members.

- The Centers for Medicare & Medicaid Services (CMS) have issued guidance stating that there is a mandatory waiver of cost shares for all COVID-19 testing of Medicare members.
- Per Colorado Emergency Regulation 20-E-01, do not collect cost shares from Commercial members only for COVID-19 treatment provided through telehealth services.

COVID-19 coding information is provided later in this notice. Please note that there may be a claims processing delay as we configure COVID-19 no cost-sharing benefits.

COVID-19 Cost-Sharing Waiver Discontinuation

Updates will be posted to Kaiser Permanente Colorado's Community Provider Portal (CPP) at <https://providers.kaiserpermanente.org/cod/index.html>. You are encouraged to visit the CPP for ongoing updates and information about this initiative.

Appointments for Kaiser Permanente Members Experiencing COVID-19 Symptoms

For those of you seeking to direct members to their KP providers for COVID-19 symptoms, testing or care, please advise them that we encourage members who think they have been exposed to the virus and are experiencing symptoms of COVID-19, like respiratory illness, to call the appointment and advice line at 303-338-4545 so we can assist with directing their care. To reduce possible exposure to others, we prefer that

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these members **not** make an appointment online or go directly to one of our facilities without first calling ahead.

Providing Telehealth Visits

We appreciate your efforts to limit the spread of COVID-19 in the community. You may convert authorized office visits to telehealth visits, where clinically appropriate and technology is available, without seeking additional authorization from Kaiser Permanente.

Please ensure that you request a visual verification of members' Kaiser Permanente Identification Cards during telehealth visits, just as you would in-person in your medical office setting. Members with Commercial, Individual and Family, or Medicare plans are currently covered for telehealth visits. Please use Online Affiliate Link at <https://epiclink-co.kp.org/cor/epiclink> to confirm the cost sharing for High Deductible Health Plan/HSA-qualified members who must first meet their deductible for telehealth visits unrelated to COVID-19 diagnosis and testing. Per Colorado Emergency Regulation 20-E-01, there will not be a cost share applied for treatment of COVID-19, if it is provided through telehealth services for Commercial members only.

Kaiser Permanente will follow CMS guidance rules regarding telehealth visits, as outlined in the enclosed attachment: "Medicare Telehealth Frequently Asked Questions," dated March 26, 2020. CMS is allowing Medicare Advantage plans to expand the services provided via telehealth (where clinically appropriate) to Medicare members even if not filed with CMS. This is approved by CMS until it is determined that this is no longer necessary in conjunction with the COVID-19 outbreak. Currently, telehealth services are covered at no cost-share for all Kaiser Permanente Medicare Advantage members, and this will include any telehealth services provided to address COVID-19.

Please note that Medicare rules and regulations regarding telehealth are changing rapidly in response to COVID-19 regulation. Check the CPP portal regularly for new updates derived from CDC and Medicare changes.

For eligible telehealth visits, please use POS (place of service) "02" or Modifier "95" or Modifier "GT" when submitting your professional (CMS) claims for these visits. Additional coding information is provided later in this notice.

Care Notes

Providers are encouraged to provide members with a written clinical summary of the COVID-19 screening, diagnosis, testing and treatment results that members can then share with their Kaiser Permanente care team.

COVID-19 Testing

If members are concerned that they or a family member are exhibiting symptoms of COVID-19, we encourage them to call the appointment and advice line at 303-338-4545 so we can assist with directing their care. COVID-19 tests are currently being ordered for members in accordance with CDC guidelines. For the most up-to-date coronavirus care guidelines from the CDC, visit <https://www.cdc.gov/coronavirus>.

You may currently be ordering COVID-19 tests for Kaiser Permanente members. With the right coding, these tests will be no charge for our members. Please do not collect cost sharing for COVID-19 screening, diagnosis, or testing services from our Commercial and Medicare members.

COVID-19 testing requires specimens from the nose, throat or lungs which must be collected by a health care provider. Patients may not request tests directly from approved clinical laboratories. COVID-19 tests are only available by a doctor's order.

Treatment of confirmed COVID-19 is subject to regular cost sharing (deductible, co-payments, co-insurances) requirements. Per CMS guidance on the ability to expand use of telehealth services, all telehealth services related to COVID-19 shall not have a cost share for any Medicare Advantage members. Per Colorado Emergency Regulation 20-E-01, there will not be a cost share applied for treatment of COVID-19, if it is provided through telehealth services for Commercial members only.

Prescription Drug Coverage and Mail Order Pharmacy

It's a good idea for members to refill their prescriptions online and have them delivered by mail. You may receive member requests for prescription drug refills that you've prescribed. In your clinical judgment, please process these requests as expeditiously as possible.

Members can avoid standing in line by receiving prescriptions through our mail order service. Members can sign up on kp.org/rxrefill and receive their medications in about 3-5 business days. For urgent prescriptions, members should visit their closest Kaiser Permanente medical office pharmacy.

Beginning March 23, several medical offices will be open and offering pharmacy services during the temporary consolidation due to coronavirus. These pharmacies include Acero, Arapahoe, Franklin, Loveland, Parkside, Skyline, Rock Creek, and Westminster medical offices. Pharmacy will also be available at our Urgent Care locations, Aurora Centrepont, Lakewood and Lone Tree. Hours of operation beginning March 23 are Monday – Friday, from 7 a.m. to 9 p.m., and Saturday and Sunday, from 8 a.m. to 6 p.m.

On a case by case basis, using clinical judgment and in compliance with regional or state executive orders, a pharmacist may dispense a refill before it is scheduled up to a 90-day supply due to COVID-19 concerns.

Regular benefit co-pays will apply. We are also monitoring all regional, state and federal emergency executive orders and will comply with any requirements related to prescribing and dispensing.

Monitoring Drug Supply Chains

Currently, Kaiser Permanente is not experiencing any significant drug shortages related to this coronavirus. We are closely monitoring the drug supply chain to identify any potential shortages of drugs produced in countries affected by COVID-19.

Our physicians, pharmacists and supply chain specialists continually work together to ensure that our members have access to needed medication. Within our integrated health system, we take steps such as identifying alternate supply sources or therapeutic agents whenever a drug shortage issue is identified, working closely with our physicians.

If there is any issue with a medication a member is taking, they will be notified about what they need to do. As always, members are encouraged to ask their physician or pharmacist about any concerns they have.

COVID-19 ICD-10 Coding

Proper diagnosis is needed to represent the care provided and ensure we can identify and track the at-risk population. As a reminder, effective March 6, 2020, all visits associated with screening, testing, and diagnosis for COVID-19 will be no charge for all members. The no cost-share coverage includes the visit, associated



labs, and radiology services if members suspect or were exposed to the coronavirus or are under investigation for exposure to COVID-19.

Please use the scenarios below to find the most specific and accurate diagnosis code. Using these codes will support no-charge claims processing associated with COVID-19 screening, diagnosis, and testing services.

COVID-19 Screening: Any Diagnosis Code with any Place of Service	
Confirmed COVID-19 Infection	
J12.89	Other Viral pneumonia
J12.81	Pneumonia due to SARS-associated coronavirus
J20.8	Acute bronchitis due to other specified organisms
J40	Bronchitis, not specified as acute or chronic
J22	Unspecified acute lower respiratory infection
J98.8	Other specified respiratory disorders
J80	Acute Respiratory distress syndrome
R05	Cough
R06.02	Shortness of breath
R06.03	Acute respiratory distress
R50.9	Fever
B97.29	Other coronavirus as the cause of diseases classified elsewhere
B34.2	Coronavirus infection, unspecified
Z86.19	Personal history of other infectious and parasitic diseases
Screening for COVID-19	
Z03.818	Encounter for observation for suspected exposure to other biological agents ruled out
Z20.828	Contact with and (suspected) exposure to other viral communicable diseases
Z11.59	Encounter for screening for other viral diseases
HCPCS Codes Effective 04/01/2020 COVID-19 Confirmatory Laboratory Test	
U0001	Novel Coronavirus Real Time RT-PCR Diagnostic Test Panel SARS-CoV-2
U0002	Novel Coronavirus Test Panel SARS-CoV-2/2019-nCoV
87635	Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), amplified probe technique

ICD-10 Effective 04/01/20 Diagnosis for confirmed COVID-19 infection	
U07.1	COVID-19 Acute Respiratory Distress

On February 20, 2020, the CDC announced a new ICD-10, U07.1: 2019-nCoV acute respiratory that will become effective on April 1, 2020 and may not be used for billed claims until that date.

For more information related to CDC's ICD-10-CM Official Coding Guidelines - Supplement Coding encounters related to COVID-19 Coronavirus Outbreak please go to <https://www.cdc.gov/coronavirus>.

The Centers for Medicare & Medicaid Services has also published a provider fact sheet about Medicare telemedicine health care: <https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>.

We will provide any additional information regarding COVID-19 coding to you as quickly as possible.

Encourage Self-Isolation and Social Distancing

Self-isolation and social distancing can limit the exposure of the virus to vulnerable individuals. For questions about self-isolating and social distancing, please refer to CDC guidance at <https://www.cdc.gov/coronavirus>.

We will continue to keep you informed about changes and answer your questions as the situation evolves. If you have additional questions, please contact your provider representative at **1-866-866-3951**. You may also visit kp.org for continued updates.

Sincerely,

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