

COVID-19 Information for Care Providers

UnitedHealthcare Community Plan of Tennessee – March 17, 2020

UnitedHealthcare Community Plan is dedicated to supporting the provider community with efforts to combat the COVID-19 pandemic. The most recent information can always be found on our website, including detailed information regarding reimbursement policies, telehealth services, coding, and coverage.

<https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19.html>

TennCare - Telehealth

Effective immediately, UnitedHealthcare is expanding our policies around telehealth services for our Medicare Advantage, Medicaid and commercial membership, making it even easier for patients to connect with their health care provider.

UnitedHealthcare will waive the Centers for Medicare and Medicaid's (CMS) originating site restriction for Medicare Advantage, Medicaid and commercial members, so that care providers can bill for telehealth services performed while a patient is at home.

Specifically for TennCare claims, no telehealth modifiers will be required when submitted with place of service telehealth (POS 02).

This change in policy is effective until April 30, 2020, but we may extend that date if necessary and will communicate through all appropriate channels. Your office can receive up to the minute changes by accessing information at <https://www.uhcprovider.com/en/resource-library/news/provider-telehealth-policies.html>.

Virtual Check-In, Including Telephone

Effective immediately through April 30, 2020, our Medicaid plans will reimburse for "virtual check-in" patients to connect with their doctors remotely. These services are for established patients, not related to a medical visit within the previous 7 days and not resulting in a medical visit within the next 24 hours (or soonest appointment available). These services can be billed when furnished through several communication technology modalities, such as telephone (HCPCS code G2012) or captured video or image (HCPCS code G2010).

UnitedHealthcare will also reimburse for patients to communicate with their doctors using online patient portals, using CPT codes 99421-99423 and HCPCS codes G2061-G2063, as applicable.

Preferred Billing Instructions for COVID-19 Laboratory Testing

UnitedHealthcare is monitoring the diagnosis coding and reimbursement guidelines published by the Centers for Disease Control and Prevention (CDC), the Centers for Medicare & Medicaid Services (CMS) and other national and local resources to establish and update coding guidelines and reimbursement policies.

Guidelines regarding coding for services rendered can be accessed from the UnitedHealthcare website for up to the date information, including procedure codes, interim diagnosis codes, and reimbursement rates for laboratory testing at <https://www.uhcprovider.com/en/resource-library/news/diagnosis-coding-update-covid-19.html>.

- HCPCS U0001: This code is used for the laboratory test developed by the CDC.
- HCPCS U0002: This code is used for the laboratory test developed by entities other than the CDC.
- American Medical Association (AMA) released code 87635 for lab testing for severe acute respiratory syndrome coronavirus 2 (SARS-2-CoV-2).