

Provider Communications Related to COVID-19
Updated as of 4/27/2020

Health Plan	How are changes to provider payment and billing policies related to COVID-19 communicated to providers?	Is there a dedicated process for provider questions re: COVID-19?	Do you hold provider education opportunities for changes related to COVID-19?
Aetna	<p>COVID-19 information available to providers can be found at: https://www.aetna.com/health-care-professionals/provider-education-manuals/covid-faq.html</p> <p>Aetna encourages providers to check the FAQs periodically, as they continue to add information, as changes occur.</p> <p>Providers can access their telemedicine policy (which is a big component of the COVID response) on the provider portals, NaviNet (until 4/30) and Availity.</p> <p>There is also a COVID-19 Resource Center at: https://cvshealth.com/covid-19</p>	<p>Providers can submit questions through the provider portal or by calling the Aetna Provider Call Center.</p> <p>Also, providers are encouraged to contact their network representatives directly if they have questions.</p>	<p>They are in the process of developing educational content to help providers navigate COVID-19 related billing and policy issues that will be available soon.</p>
AllWays Health Partners	<p>The online FAQs (commercial and MassHealth) are the hub for all transactional provider information during the state of emergency. These resources are reviewed daily and updated as necessary by a team of subject matter experts. The pages include clear, concise information about all changes related to COVID-19, including:</p> <ul style="list-style-type: none"> • Payment and billing policies • Prior authorization requirements • Concurrent and retrospective reviews • Prompt payment standards • Timelines for appeals and grievances • Coding and billing • Expedited credentialing • Telemedicine policies 	<p>Yes, the AllWays Health Partners COVID-19 task force has a process for responding to provider questions. They log questions in a central repository so subject matter experts from across the company can review them and contribute accurate, timely answers. In addition, the subject matter experts meet multiple times per week to discuss provider questions and determine next steps, which may include:</p> <ul style="list-style-type: none"> • 1x1 outreach from one of their Provider Network Management Account Executives • Updates to the provider FAQ • Proactive notification via email 	<p>Yes, based on feedback from their network, they have implemented a webinar series to help educate providers about their telemedicine billing practices. For those who cannot attend in-person, they have posted a webinar recording and a PDF of the Q&A on their FAQ page. They will continue to hold additional webinars as necessary.</p> <p>They have also launched a streamlined and enhanced provider education center to help providers quickly access necessary resources and reduce their administrative burden during the COVID-19 crisis.</p>

	<ul style="list-style-type: none"> • Member cost sharing <p>They are constantly evaluating the need to update providers about changes resulting from COVID-19. To date, they have proactively alerted the network to the FAQ in their monthly administrative e-newsletter and two dedicated emails blasts (one for commercial and one for MassHealth). There is a link to the FAQ in the provider portal and on the home page of the dedicated provider website. They also published an article about the FAQs on their Best Practice provider blog, which has over 450 subscribers.</p> <p>Because the situation is progressing so rapidly, they encourage providers to check the FAQs regularly to ensure they are always referencing the most up-to-date information. They tag all changes to the FAQ with the date so that it's easy for providers to identify the latest information.</p>		
Anthem/UniCare	They post them on their website and email them to large provider groups.	Providers are told to email unicareproviderrelations@anthem.com for additional provider questions.	Not currently.
BMC HealthNet Plan (BMCHP)	They send FAQ updates weekly to providers. They also send eblasts and their Provider Portal has a dedicated COVID 19 page which includes the provider FAQ: https://www.bmchp.org/I-Am-A/Provider/COVID-19-Resources	Providers are encouraged to contact their dedicated Provider Relations Consultants if they have any questions or need additional information.	Providers are updated via the eblasts and through information they receive from BMCHP's Provider Relations Consultants and Operations Managers. BMCHP offers training and education for providers and their staff on their policies and procedures. If providers would like an on-site training, they are encouraged to email the Provider Relations team to request a training.
Commonwealth Care Alliance (CCA)	The Payment Policies and Billing FAQs are posted directly on the CCA website for providers to access. Other COVID related communications have been sent to providers	Providers can call Provider Services (866-610-2273) or email Provider Relations at: providerrelations@commonwealthcare.org with their questions.	Not currently

	<p>via email and regular mail.</p> <p>CCA COVID communication link, which includes Billing FAQ can be found at: http://www.commonwealthcarealliance.org/providers</p>		
Cigna	<p>Provider updates are communicated in several ways including via email, social media posts, and are located on the provider portal.</p>	<p>Cigna’s provider communications are available at www.cignaforhcp.com (click on “Cigna's response to Coronavirus”). It is noted at the beginning of the website that any updates to the guidance is highlighted in yellow to make is easier for providers to discern any changes from update to update (the date last updated is also indicated).</p> <p>They continue to proactively gather answers to key questions providers have, and update information on the webpage as it is available.</p>	<p>Local markets in New England have made proactive outreach to hospitals and provider groups sending them links to the guidelines and have held calls to discuss them with provider groups.</p>
Connecticare	<p>The information is posted online and updated regularly in a page dedicated to COVID-19 information for providers: https://www.connecticare.com/provider/headlines.aspx?hid=2c2750e4-a963-47b5-b19a-1a1715e96ee9</p>		
Fallon Health Plan	<p>The policies are posted on the Fallon website (https://www.fchp.org/providers.aspx). The Provider Relations Team also sends emails to key provider contacts and to those that inquire. Communications is sent via email and is also posted on the provider section of the Fallon website.</p>	<p>Most questions come directly to Provider Relations Representatives and Contract Managers assigned to specific providers. Fallon also has a dedicated provider email address: askfchp@fallonhealth.org that providers are encouraged to use to contact the health plan with questions.</p>	<p>At this time Fallon does not have provider education opportunities scheduled but they are working to increase provider communications related to COVID-19.</p>
Health New England	<p>Changes related to state of emergency mandates (payment and policies) have been placed on the coding best practice section on https://healthnewengland.org/providers/coding as well as emailed out from <i>HNETalk</i>, their</p>	<p>Yes, they have Provider Relations Representatives assigned to each region of their network. They encourage providers to either call their direct extension (800) 842-4464 ext. 5000 or</p>	<p>If a provider group requests an organized meeting to help educate them on these issues, their Provider Relations representatives are available to skype with them. They have also shared information with payer organizations such</p>

	<p>online newsletter: http://hnetalk.com/provider/</p> <p>They have also mailed notifications through the US Postal system and encouraged providers to go to: https://healthnewengland.org/provider to obtain the most current information.</p> <p>They have also helped staff in provider offices sign up for newsletters if they were not receiving them previously.</p>	<p>send an email to providerrelations@hne.com. The representatives are available to answer questions. Providers also can check their claims payment status by calling their Claims Servicing Unit at (800) 842-4464 ext. 5026.</p>	<p>as The Massachusetts Association of Patient Account Management (MAPAM.org), who have offered to link to HNE’s notifications for providers throughout Massachusetts. At this time, they have not offered education sessions related to COVID-19, but as this continues, they will look to include some into their future education sessions.</p>
<p>Harvard Pilgrim Health Plan</p>	<p>Harvard Pilgrim uses a variety of vehicles to communicate with providers. Their provider facing teams (call center, provider relations, contracting staff, utilization management, care managers) use the following tools to support their network: Public Website — Created a COVID-19 resource section, with detailed information on operations and policy updates, on their provider home page (https://www.harvardpilgrim.org/portal/page?pageid=253,1&dad=portal&schema=PORTAL); Secure Portal — Updated portal home page to provide easy access to Covid-19 resources; Newsletter — publishing ongoing COVID-19 update articles in the monthly provider newsletter, <i>Network Matters</i>; Provider Meetings — standing provider meetings with many of the large provider networks to share important COVID-19 communications.</p> <p>In addition, the provider facing teams have relationships with network providers and are continually fielding questions and sharing information via these relationships.</p>	<p>They have established a dedicated internal email box for all provider-facing staff to submit questions. The network team catalogs questions, shepherds them through a process with leadership and subject matter experts to develop a response, and tracks responses. Responses are then shared in their internal resources to ensure staff can quickly and consistently respond to similar questions and may be included in external resource materials if broadly applicable to providers.</p>	<p>They have found that leveraging the communications tools and educational forums described here, along with the already established business relationships between network staff and providers, to be effective in supporting providers with COVID-19 information.</p>

	They have also sent brief emails to hospital/provider partners in each of their markets with a link to their updated information guide (FAQ).		
Tufts Health Plan	<p>Their website (https://tuftshealthplan.com/covid-19/provider/coronavirus-updates-for-providers) is updated regularly. They also send provider updates, which are sent via emails to providers who opt in. Also, some information is updated in the Provider Portals.</p>	Providers are encouraged to outreach to Provider Relations or Provider Servicing call line if they have questions.	<p>Yes, Tufts has held “Coronavirus Updates for Providers” interactive training sessions (webinars) on 4/20 and 4/22 and has one scheduled for 4/28. See link below: https://tuftshealthplan.com/provider/training/webinars</p>
Senior Whole Health (SWH)	They are communicated via fax blasts, email notifications and notices, which are uploaded to their website.	Providers are instructed to contact the Provider Relations Department by calling or emailing them with questions.	<p>Provider webinars on various covid-19 topics are offered through its parent company Magellan Healthcare. https://www.magellanhealthcare.com/covid-19-2/covid-19/webinars/</p>
United Healthcare	<p>UnitedHealthcare has taken a proactive approach of basing their communications response on direct provider input. They have implemented a communication strategy focused on COVID-19, which includes:</p> <ul style="list-style-type: none"> Directing the health care community to www.UHCprovider.com as the single source for the most up-to-date information from UnitedHealthcare; Utilizing the website, call center and network teams to gather, identify, prioritize and respond to inquiries they receive from the health care community; Closing the loop with respondents and publishing relevant and continuous updates on UHCprovider.com <p>They have developed specific responses to inquiries and published them on UHCprovider.com to make them available to</p>	<p>United Healthcare is committed to keeping providers up to date on COVID-19 and they are monitoring inquiries and working to answer questions. Providers can submit feedback and questions via uhcprovider.com/covid19</p> <p>In addition to utilizing the submit feedback button on uhcprovider.com/covid19, providers may reach out to their local market advocate or network team with specific questions.</p>	<p>United Healthcare is working to provide resources and streamline processes so that providers can focus on delivering care. They have released a series of video updates where their leaders share guidance on COVID-19 billing procedures, tips for using telehealth with patients and updates on their operations and systems. https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid-19-videos.html</p> <p>UnitedHealthcare also released a series of coding scenarios to provide guidance on telehealth services during this public health emergency and held a series of webinars for care providers around changes in telehealth policies, procedures, and protocols.</p>

<p>the broader health care community. This included creating more than 200 distinct pieces of content. They have also supplemented web content with three emails to health care providers, highlighting recent site updates and actions taken to support providers, such as changes to prior authorization and accelerated payments. In instances where there is a state or metro-specific change to their policies, procedures, and protocols, they are outreaching to affected hospital systems directly to communicate additional guidance.</p>		
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