

# FAQ – Government Providers

v. 5/4/2020

Please [let us know if you find these FAQs useful.](#)

## **NEW! Should I reopen my office?**

We suggest you follow the direction of your state officials and/or industry leaders regarding your office schedule. If you need information about your state or industry guidelines regarding the use of personal protective equipment (PPE) and other changes to practice safety guidelines, we suggest you consult with your local licensing board or professional association.

Once your practice has determined what your office availability will be, please provide appropriate notice to your patients.

We'd also like to know your plans for reopening your office. Please [tell us if your office is open or closed](#). This will help us better direct patients to care.

## **NEW 5/1! Can you help us cover the additional costs of PPE (personal protective equipment)?**

We are exploring options to help offset the cost of PPE to make it easier for you to safely and quickly deliver care in compliance with federal, state, and other industry guidelines.

If you are having trouble getting PPE, please consider using approved telehealth tools to triage patients with urgent or emergent care needs. Our Call Center can help refer members to providers who may be able to deliver necessary follow-up care if you can't right now.

## **UPDATED 5/1! Are you relaxing the time limitations on pre-determinations or prior authorizations?**

We want to help make sure that the services you provide remain compliant with state and federal requirements for government programs. We've been working in partnership with our clients to adjust pre-determination/prior authorization timelines as 1135 waivers and other changes are approved by the Centers for Medicare & Medicaid Services (CMS) and authorized state officials.

With permission from our clients, we have implemented approved 1135 waiver changes in:

- [California](#)
- [Georgia](#)
- [Illinois](#)
- [Kentucky](#)
- [Michigan](#)

We're continuing to work with our clients to ensure our compliance with relevant waivers approved for:

- [Delaware](#)
- [Louisiana](#)
- [Maryland](#)
- [Mississippi](#)
- [Nebraska](#)
- [New Hampshire](#)
- [Pennsylvania](#)

As we finalize operational guidance, we'll update this FAQ.

## UPDATED 5/1! Will you continue to be able to pay us on time?

Yes. Both our Claims and Finance teams have been working remotely since Tuesday, March 10. We will maintain these remote working arrangements as long as it's necessary to ensure our employees stay safe and healthy. To date, we have met our obligations to you, our clients and the members you serve. At this point, we anticipate continuing to provide uninterrupted services you.

To help us move even faster, we encourage you to:

- **Use electronic tools to securely submit your claims and relevant support materials.**
  - *Dentists:* Our [secure provider portal](#) or your practice management software/clearinghouse
  - *Vision and Eye Care Providers:* Our [secure provider portal](#) or your practice management software/clearinghouse
  - *Audiologists:* Our [secure provider portal](#) or your practice management software/clearinghouse
- **Use electronic funds transfer (EFT) to have payments securely deposited into your practice's preferred account.** To enroll in EFT payment, please [download the EFT form](#), follow the instructions on the form to complete and return it. If you have questions about completing the form, please contact your Provider Relations Representative.

## Are you accepting paper claims?

Yes. However, we encourage you to file claims electronically due to the COVID-19 pandemic, as there may be delays in claim payment. We highly recommend using this portal or your practice management software with an approved clearinghouse.

## If a Medicaid office is closed, how can we be sure if a member is still eligible for benefits?

There are some states that are letting people keep their Medicaid benefits longer because of the virus:

- If you deliver care in [Georgia, your patients whose Medicaid benefits were due to be renewed in March and April will have their benefits extended by four months.](#)
- If you deliver care in [Kentucky, your patients' Medicaid benefits might be extended for at least 90 days.](#)
- If you deliver care in [New Hampshire, your patients' Medicaid benefit eligibility may not be reviewed for another year.](#) This changes if you move to a new state, choose new coverage, or upon death.
- If you deliver care in [Washington, DC, your patients' might be able to keep their benefits for 60 days](#) past the last day of the public health emergency

## How are you accommodating the use of telemedicine to help ensure we can safely see our patients?

We're following guidance from state and federal regulatory officials regarding the use of and reimbursement for telehealth.

- **Medicare Advantage Eye Care:** On March 17, 2020, [CMS announced that they have temporarily broadened access to telehealth](#) services for Medicare members across the country effective March 6, 2020. If an office has the capabilities, they may consider providing care for their Medicare Advantage members using telehealth resources (i.e., phone, video). We will pay claims for codes 99201-99204 and codes 99211-99214 that are appropriately delivered to Medicare Advantage members using telehealth resources. These claims will be

paid at the standard office visit rate. We're waiving the place-of-service edit requiring in-office treatment when using that code for the duration of the COVID-19 Public Health Emergency declared by the federal government.

- **Medicaid:** With approval from all or a portion of our in-market clients we are implementing revised telehealth regulations in:
  - California for dental
  - Georgia for dental , as described in the [provider memo issued by the Governor on March 26](#)
  - Illinois for dental, as described in the [provider notice issued March 20, 2020](#)
  - Kentucky for dental and vision, as described in the [telehealth FAQ released on March 25, 2020](#)
  - Maryland for dental, as described in this [memo from the Maryland Department of Health](#)
  - Pennsylvania, as described in the [Provider Quick Tips initially published on March 2, 2020](#)
  - Utah for dental, as defined in the [executive order suspending enforcement of statutes related to telehealth services](#)

We are working with our health plan clients to ensure we remain compliant with the temporary relaxation of Medicaid telehealth regulations in:

- [Delaware](#)
- [District of Columbia](#) for dental and vision
- [Louisiana](#)
- [Mississippi](#)
- [New Hampshire](#)

As we adapt processing guidelines, we'll communicate to you through your Provider Relations team.

Resources for guidance on coding and billing telehealth services include:

- [American Dental Association \(ADA\) is offering COVID-19 Coding and Billing Interim Guidance](#)
- [Medicare Learning Network Telehealth Services](#)

### **What are my obligations to provide care during the pandemic?**

We suggest you follow the direction of your state officials and/or industry leaders regarding your office schedule. Both state agencies and national and local professional associations may provide insightful guidance to help navigate and explain the difference between what is mandatory versus voluntary as this situation evolves. For example:

- **CMS (Centers for Medicare & Medicaid Services):** On [March 18, CMS asked that all elective surgeries, non-essential, medical, and dental procedures be delayed](#) in an effort to preserve personal protective equipment (PPE), beds, and ventilators for the 2019 Novel Coronavirus (COVID-19) outbreak.
- **Dental:** On [March 16, 2020 the American Dental Association \(ADA\) called for dentists to postpone elective procedures](#). On [March 18, 2020 they issued guidance on what to consider emergency care versus non-emergency care](#).

- **Eye Care:** On [March 19, 2020, the American Optometric Association issued guidance on how to differentiate between urgent and emergent care.](#)

### **How can I keep myself and my staff safe during the pandemic?**

We encourage you to look for guidance from the World Health Organization, the Centers for Disease Control & Prevention (CDC), state health authorities, and national professional associations to help you maintain the safety and well-being of your colleagues and their families.

Many professional associations are maintaining free, web-based information about the virus, COVID-19 and information and resources to help promote the health and safety of your staff and your patients.

Here are just a few:

- **Dentists:** [American Dental Association](#)
- **Optometrists:** [American Optometric Association](#)
- **Ophthalmologists:** [American Academy of Ophthalmology](#)
- **Audiologists:** [American Academy of Audiology](#)

If you are looking for additional assistance and information:

- **CDC:** [Information for Healthcare Professionals](#)

**Disclaimer:** the information provided above is neither a substitute nor supersedes (i) a provider's own independent clinical judgment or (ii) applicable [federal/state/local] statute, regulation or guidance. The FAQs include some of the questions that may arise during the course of your practice related to coronavirus disease 2019 (COVID-19). The questions and answers are not intended to be exhaustive. The information is intended to be helpful and does not constitute legal advice. Please contact us about any other issues, related to COVID-19, impacting your status as a participating provider.

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