



# PROVIDER ALERT

## COVID-19 Update

June 1, 2020

**Alert Summary:** This alert contains updates on the efforts related to COVID-19 including the status of serving members via telemental health or telephonically and the Crisis Services 20% rate increase.

Dear Provider,

In response to the COVID-19 pandemic Optum implemented several measures to support members and providers which included allowing many services to be offered via telehealth or telephonically and offering a 20% increase to the rates for Crisis Services. This alert provides an update to the various measures that were implemented:

### **Telemental Health (TMH) and Telephonic Services Continue**

The measures that were implemented allowing many services to be offered via telemental health or telephonically continue to remain in effect with no changes at this time. See Provider Alert titled "COVID-19 Information" published March 16, 2020 and updated March 18, 2020.

### **Crisis Services 20% Rate Increase - Extended date to June 30, 2020**

The Provider Alert titled "Crisis Service Reimbursement Increased 20% Effective May 1 thru May 31, 2020" published on April 24, 2020 detailed the temporary Optum fee schedule increase of 20% for Crisis Services including: Crisis Psychotherapy (90839 and 90840); Crisis Response (H0030); Crisis Intervention (H2011) and Crisis Center (S9485) which was scheduled to expire on May 31, 2020. We are extending the effective date through June 30, 2020.

We continue to review utilization management criteria and will send a provider alert if any changes are made.

We continue to closely monitor the situation and work with providers and the Idaho Department of Health and Welfare to understand the impacts of COVID-19 and identify opportunities to support members and providers during the pandemic.

Please be sure and complete the COVID Provider Survey that was sent out on May 20, 2020.

Thank you,  
The Optum Idaho Team