



PROVIDER ALERT

COVID-19 Information

March 16, 2020

Alert Summary: This alert contains updates on efforts related to COVID-19 including information on serving members via telehealth or telephonically, requirements for notice of provider closure/remote operations, ongoing Optum Idaho operations and additional resources on COVID-19.

Dear Provider,

As part of planning related to COVID-19 Optum Idaho is distributing the attached message on behalf of the Idaho Department of Health and Welfare (IDHW), as well as the information below specific to the Idaho Behavioral Health Plan.

Telemental Health (TMH)

As indicated in the attached communication from IDHW, providers may temporarily offer services via TMH until further notice. Prior to delivering TMH services, each provider is required to electronically sign a Telemental Health attestation. The attestation is located on the [Telemental Health](#) page on Provider Express (see “Complete Attestation Here” on the left sidebar). If you have already completed an attestation, no action is necessary. The temporary allowance for offering additional services via telehealth applies to all provider types (e.g. independently licensed and paraprofessionals). Per Optum Idaho service requirements, providers still need to be qualified to deliver the service they are offering regardless of the method (TMH, community based, in office etc.). Based on the individual needs of the member, the Clinician determines if TMH is the appropriate modality for the member at the time of service. Services delivered via TMH should have a GT modifier and 02 place of service in claims. For additional information on how to bill for services offered via TMH please see an example of a claim with the modifier and place of service below.

Services that may NOT be offered via TMH	
Code	Service
96372*	Therapeutic, prophylactic, or diagnostic injection (specify substance or drug); subcutaneous or intramuscular. (1 injection = 1 unit)
H0003	Drug/Alcohol Testing; 1 Unit = 1 Test
S5150	Individual or group respite care; for providers contracted to deliver the service; available to members eligible under the 1915(i) State Plan Option; 1 unit = 15 minutes.
*Members should coordinate with their current provider to determine the best way to meet their therapeutic and medication needs (eg. Pharmacy-based injection locations).	

Optum is expediting new virtual visits applications for providers to offer TMH. To offer services via TMH, providers must be a current participating Optum provider, use HIPAA approved telehealth technology to deliver care and [complete a virtual visits attestation form here](#).

Telehealth Billing with Provider Express

Authorization number <input type="text"/>						
Date of Service mm/dd/yyyy*	Place of Service*	CPT Code*	Modifier	Diagnosis Code 1 2 3 4 5 6	Charges*	Unit*
<input type="text"/>	02-Telehealth	H2017	GT	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	0.00	1 XXXXXXXX
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	0.00	1 <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	0.00	1 <input type="text"/>
Patient paid amount \$						<input type="text" value="0.00"/>

Virtual Visits TMH Platform

Optum's virtual visits technology platform is available for use with no licensing cost or monthly fee for our network providers and Optum members who have submitted a signed attestation. If you are a provider and are looking for a convenient, cost-effective TMH solution, then we encourage you to register to use the platform. Visit the [Virtual Visits page on Provider Express](#) for more information.

Telephonic Services

If a provider cannot deliver services via TMH, or a member cannot receive services via TMH, providers may temporarily offer services telephonically until further notice. This allowance applies to all provider types (e.g. independently licensed and paraprofessionals). Per Optum Idaho service requirements, providers still need to be qualified to deliver the service they are offering regardless of the method (telephonically, TMH, community based, in office etc.). Based on the individual needs of the member, the Clinician determines if delivering services telephonically is the appropriate modality for the member at the time of service. Services delivered telephonically should have a 02 place of service in claims (this is commonly used for TMH, but in this case will be utilized without the GT modifier to indicate telephonic services). For additional information on how to bill for services offered telephonically please see an example of a claim with the place of service below.

Services that may NOT be offered telephonically	
Code	Service
96372*	Therapeutic, prophylactic, or diagnostic injection (specify substance or drug); subcutaneous or intramuscular. (1 injection = 1 unit)
H0003	Drug/Alcohol Testing; 1 Unit = 1 Test
S5150	Individual or group respite care; for providers contracted to deliver the service; available to members eligible under the 1915(i) State Plan Option; 1 unit = 15 minutes.
*Members should coordinate with their current provider to determine the best way to meet their therapeutic and medication needs (eg. Pharmacy-based injection locations).	

Telephonic Billing with Provider Express

Authorization number							
Date of Service mm/dd/yyyy*	Place of Service*	CPT Code*	Modifier	Diagnosis Code 1 2 3 4 5 6	Charges*	Unit*	
<input type="text"/>	02-Telehealth	H2017	<input type="text"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	0.00	1	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	0.00	1	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	0.00	1	<input type="text"/>
Patient paid amount \$ <input type="text" value="0.00"/>							

Confidentiality & Training

Providers offering services via TMH or telephonically should take appropriate precaution in regard to confidentiality and privacy, ensuring that software and other IT resources are compliant, staff members are appropriately trained and members have completed informed consent per Optum telehealth policy. For TMH training and other resources, please visit the [Telemental Health](#) page on Provider Express.

Pharmacy

Please refer to the attached communication from the Idaho Department of Health and Welfare regarding pharmacy benefits for Medicaid members.

Notice of Provider Office Closure/Remote Operations

If your office closes and/or moves to remote operations, please email your Optum Idaho Provider Relations Advocate (listed below) AND also include the optum_idaho_network@optum.com on your email to report closure. Information requested includes:

- Closure effective date.
- Location(s) closed
- Is your organization implementing services via remote delivery (TMH/telephonic services)?
- How has closure been communicated to the members you serve (e.g. phone calls, letters, text, email, voicemail message, sign on door)?
- Any update to contact information resulting from the closure (e.g. change in phone number)

When you resume in-office operations, please email your Optum Idaho Provider Relations Advocate (listed below) AND also include the optum_idaho_network@optum.com on your email to report resuming services. Information requested includes:

- Resumed in-office operations effective date
- Location(s) resuming in-office operations
- Has resuming in-office operations been communicated to members you serve?
- Any update to contact information resulting from resuming in-office operations (e.g. change in phone number)

Provider Relations Advocates			
Name	Region(s)	Email	Phone
Karen Kopf	1&2	karen.kopf@optum.com	208 914 2266
Michelle Barker	3&4	michelle.r.barker@optum.com	208 914 2447
Jan Jacobs	4&5	jan.jacobs@optum.com	208 914 2227
Brenda Valle	6&7	brenda.valle@optum.com	612 642 7925

Optum Idaho Operations

Optum Idaho will maintain operations seamlessly, continuing to serve our members and providers.

Member Access & Crisis Line

The Optum Idaho Member Access & Crisis Line will continue to be a resource to members who need assistance. It is available 24 hours per day 7 days per week at 1-855-202-0973 TDD/TTY dial 711.

Additional Resources

- Official State of Idaho Resources for the Novel Coronavirus: <https://coronavirus.idaho.gov/>
 - Please see the “For Providers” tab for provider-specific information on testing for COVID-19 as well as other provider resources.
- Centers for Disease Control and Prevention COVID-19 website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Thank you for your continued partnership to serve Idahoans.

Thank you,

The Optum Idaho Team