

COVID-19 Payer Updates Central Region

As of May 15, 2020



**NATIONAL
SEATING &
MOBILITY**

Payer Update for COVID-19

Definitions for Charts on Following Slides

These definitions provide further detail on how to read the charts.

- **Telehealth Physician F2F** – “Yes” means that physician can complete the Face-to-Face (F2F) requirement via Telehealth, in line with the specific requirements/policies outlined by that payer.
- **Telehealth PT/OT New Equipment** – “Yes” means that Therapist can perform the F2F portion via Telehealth, in line with the specific requirements/policies outlined by that payer. Please note there are some payers which have allowed Telehealth generally for PT/OT, but the procedure codes associated with the services allowed do not encompass the evaluation CPT codes needed to perform a wheelchair evaluation. Additionally, some states have allowed for CPT evaluation codes, but not the 97542-wheelchair evaluation code.
- **Remote Home Assessment** – “Yes” means the NSM ATP may complete the home evaluation via video or phone interview with the client / caregiver. The NSM ATP is still responsible for ensuring the equipment will work in the home. “No Update” means that these payers’ have yet to issue any guidance on this component.
- **Prior Auths Waived** – “Yes” means that prior authorization is waived, or the payer will not review for prior authorization at this time. **We still need to submit for prior authorization and maintain the response in our notes that the payer would not review.**
- **Prior Auths Extended** – “Yes” means there is some mechanism to extend existing prior auth date spans. Some of these are automatic and some are case by case basis.
- **Delivery/Signature Requirements Waived** – “Yes” means the payer published guidance on how document when a “wet” signature cannot be obtained. Reference specific payer UPD information for details. Notes must be entered in the WO detailing why we could not obtain a signature, and how we confirmed delivery. “No Update, Follow MCR” means the payer has not published any guidance and we should follow the Medicare instructions for that payer. “No” means they have not waived signature requirements. Refer to the Delivery Documentation/Signature Requirements for direction on these.



Central Region Payer Update for COVID-19

North Central Sub Region

Payer	<u>Telehealth Physician F2F</u>	<u>Telehealth PT/OT New Equipment</u>	<u>Remote Home Assessment</u>	<u>Prior Auths Waived</u>	<u>Prior Auths Extended</u>	<u>Delivery Signature Waived</u>
WI Medicaid	Waived entirely	Yes	No update, follow MCR	No	Yes	No Update Follow MCR
BCBS WI MCD	See WI Medicaid					
MI Medicaid	Yes	Yes	No update, follow MCR	No	No	No Update Follow MCR
McLaren Medicaid	See MI Medicaid					
BCBS MI Medicaid	See MI Medicaid					
Meridian MI MCD	See MI Medicaid					
IA Medicaid	Yes	Yes	No update, follow MCR	No	No	Yes
Quartz ASO	Yes	No	No	Yes	No	Yes
Northwood	Yes	No	No update, follow MCR	Yes	No	No Update Follow MCR
BCBS IA	Yes	Yes	No update, follow MCR	Yes	No	No Update Follow MCR
BCBS WI Comm	See Anthem					

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Big 10 Sub Region

Payer	<u>Telehealth Physician F2F</u>	<u>Telehealth PT/OT New Equipment</u>	<u>Remote Home Assessment</u>	<u>Prior Auths Waived</u>	<u>Prior Auths Extended</u>	<u>Delivery Signature Waived</u>
IN Medicaid	Yes	Yes	No	No	No	Yes
OH Medicaid	Yes	Yes	No update, follow MCR	Partial*	No	No Update Follow MCR
CareSource OH Medicaid	See OH Medicaid					
Paramount Medicaid	See OH Medicaid					
IL Medicaid	Yes	Yes	Yes	No	Case by Case	Yes
CountyCare	See IL Medicaid					
Meridian IL	See IL Medicaid					
BCBS IL Comm	Yes	Per benefit plan	No update, follow MCR	No	No	No Update Follow MCR

*Dollar and category thresholds, see UPD for detail.



Central Region Payer Update for COVID-19

Mid-Central Sub Region

Payer	<u>Telehealth Physician F2F</u>	<u>Telehealth PT/OT New Equipment</u>	<u>Remote Home Assessment</u>	<u>Prior Auths Waived</u>	<u>Prior Auths Extended</u>	<u>Delivery Signature Waived</u>
IN Medicaid	Yes	Yes	No	No	No	Yes
MHS	See Indiana Medicaid					
BCBS IN Commercial	See Anthem					
KY Medicaid	Yes	Yes	No update, follow MCR	Yes	No	Yes
BCBS KY Medicaid	See Kentucky Medicaid					
Passport KY	See Kentucky Medicaid					
WellCare KY Medicaid	See Kentucky Medicaid					
BCBS KY Comm	See Anthem					
AR Medicaid	Yes	Yes	No update, follow MCR	No	No	No*

*Has existing policy for electronic signatures.



LET'S GET *moving*

