

# COVID-19 Payer Updates Southeast Region

As of June 11, 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 Accessment** – “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.



# Southeast Region Payer Update for COVID-19

## Gulf Coast Sub Region

<b>Payer</b>	<b><u>Telehealth Physician F2F</u></b>	<b><u>Telehealth PT/OT New Equipment</u></b>	<b><u>Remote Home Assessment</u></b>	<b><u>Prior Auths Waived</u></b>	<b><u>Prior Auths Extended</u></b>	<b><u>Delivery Signature Waived</u></b>
<b>LA Medicaid</b>	Yes	Yes	Yes	No	No	No update, follow MCR
<b>BCBSLA</b>	Yes	No	Yes	No	No	No update, follow MCR
<b>TX Medicaid (TMHP)</b>	Yes	No	No	No	Yes – rental only	Yes – DME cert & receipt forms
<b>BCBSTX</b>	Yes	No	No update, follow Medicare	No	No	No update, follow MCR
<b>Superior</b>	Yes	No	No	No	Yes – acute care only	No update, follow MCR
<b>TCHP</b>	Yes	Yes	No	No	Yes – rental only	Yes - DME cert & receipt forms



# Southeast Region Payer Update for COVID-19

## SEC Sub Region

<b>Payer</b>	<b><u>Telehealth Physician F2F</u></b>	<b><u>Telehealth PT/OT New Equipment</u></b>	<b><u>Remote Home Assessment</u></b>	<b><u>Prior Auths Waived</u></b>	<b><u>Prior Auths Extended</u></b>	<b><u>Delivery Signature Waived</u></b>
<b>AL Medicaid</b>	Yes	Yes	Yes	No	Yes	Yes
<b>BCBS AL</b>	Yes	Yes	Yes	No	No	No update, follow MCR
<b>GA Medicaid</b>	Yes	Yes	Yes	No	No	No – Supplies only now
<b>FL Medicaid</b>	Yes	Yes	Yes	Yes	No	No update, follow MCR
<b>Staywell</b>	Yes	Yes	Yes	No	No	No update, follow MCR
<b>Sunshine</b>	Yes	Yes	Yes	Yes	No	No update, follow MCR



# Southeast Region Payer Update for COVID-19

## ACC Sub Region

<b>Payer</b>	<b><u>Telehealth Physician F2F</u></b>	<b><u>Telehealth PT/OT New Equipment</u></b>	<b><u>Remote Home Evaluation</u></b>	<b><u>Prior Auths Waived</u></b>	<b><u>Prior Auths Extended</u></b>	<b><u>Delivery Signature Waived</u></b>
<b>NC Medicaid</b>	YES	Yes	Yes	No	No	Yes
<b>BCBS NC</b>	Yes	Yes	Yes	No	No	Yes
<b>SC Medicaid</b>	Yes	No	Yes	No	No	No update, follow MCR
<b>BCBS SC</b>	Yes	Yes standard evaluation codes (not 97542)	Yes	No	No	No update, follow MCR
<b>BCBS TN</b>	Yes	Yes standard evaluation codes (not 97542)	Yes	No	No	Yes
<b>MS Medicaid</b>	Yes	Yes only with established patients	No update	No	Yes	Yes
<b>BCBS MS</b>	Yes	No	No	No	No	No update, follow MCR



LET'S GET *moving*

