



Louisiana Department of Health Informational Bulletin 20-5

Revised February 22, 2021

Due to the COVID-19 emergency declaration, temporary changes in provider policy and managed care practices are reflected herein to respond to the emergency. All other non-COVID-19 related policy remains in effect and shall be followed.

COVID-19 – Provider Update

This bulletin is to inform all providers rendering services to Louisiana Medicaid members, including members of all Medicaid managed care organizations (MCO). This advisory will be updated as new information is available.

On March 11, 2020, Governor Edwards declared a public health emergency in response to COVID-19. For current updates on the status of COVID-19 in Louisiana, please see the Office of Public Health (OPH) COVID-19 website, located at: <http://ldh.la.gov/coronavirus>.

The information below is provided in relation to COVID-19 in Louisiana.

Laboratory Testing of Suspected Patients

For patient selection and testing procedures, please refer to the recent OPH Health Alert Network Messages, located at: <http://ldh.la.gov/index.cfm/page/3865>.

Effective for dates of service on or after March 5, 2020, Louisiana Medicaid covers commercial COVID-19 testing, without restrictions or prior authorization. Reimbursement is provided at Medicare rates and this coverage is provided with no copay. A separate COVID-19 Laboratory Testing fee schedule is available at:

https://www.lamedicaid.com/provweb1/fee_schedules/feeschedulesindex.htm.

This fee schedule contains information specific to the procedure codes, types of service, reimbursement, and effective dates of service for covered laboratory testing related to COVID-19. It will be updated as needed throughout the COVID-19 event.

Laboratory Testing using High Throughput Technology

Louisiana Medicaid covers laboratory testing that uses high throughput technology represented by the newly established HCPCS codes. Laboratory providers with this capacity and any required certification may submit claims for the tests performed. Relevant procedure codes and fees are available on the COVID-19 Laboratory Testing fee schedule.

Laboratory Testing that includes Respiratory Viral Panels

Effective March 1, 2021, respiratory viral panel tests that do not include specific SARS-CoV-2 targets, represented by CPT codes 87631, 87632 and 87633 are not covered.

Commercially available respiratory viral panel tests that do contain SARS-CoV-2 targets are covered and must be billed with the appropriate procedure code, as listed on the COVID-19 Laboratory Fee Schedule. Providers should select the most appropriate test for the diagnosis of suspected COVID-19. Use of directed testing with more narrow tests as defined by procedure codes such as 87426, 87635, U0003 or U0004 may be more appropriate in many cases.

Relevant procedure code additions have been made to the published COVID-19 Laboratory Testing fee schedule.

Testing and Treatment Coverage

For all Medicaid members, testing is covered with no copay. In addition, clinic visits, emergency department visits, and hospitalizations related to COVID-19 testing and treatment are covered without copays.

Medicaid covers all COVID-19 treatments for which the FDA has issued an Emergency Use Authorization (EUA). Treatment coverage is provided with no cost sharing for Medicaid beneficiaries.

The relevant procedure codes for treatments and treatment administration are listed on the "COVID-19 Vaccine/Treatment Fee Schedule" which will be updated as new information becomes available. Coverage is provided according to the clinical criteria listed in the EUA and is effective on the date listed on the fee schedule.

Currently, treatment medications are provided at no cost to providers by the federal government and therefore the medication codes shall be reimbursed at \$0. Reimbursement is only made for treatment administration when performed appropriately, defined as:

1. The beneficiary meets the age requirement on the date of service

2. The medication code matches the administration code

This policy will be updated as needed for changes in medication availability and eligibility criteria.

Testing, Treatment, and Vaccination for Uninsured Individuals

Per the Families First Coronavirus Response Act and the Coronavirus Aid, Relief, and Economic Security Act, Louisiana Medicaid has expanded coverage to include COVID-19 **testing** for uninsured individuals for the duration of the federally declared public health emergency. Coverage is limited to COVID-19 testing and related office visits for uninsured Louisiana residents. No treatment or vaccination costs are covered under this program.

The new testing benefit is provided through Medicaid fee-for-service and not Healthy Louisiana through a managed care organization. Providers must be a Medicaid enrolled provider and must be enrolled before services are provided. Providers not enrolled as a Medicaid provider with DXC will need to complete a [temporary emergency application](#) with Medicaid's fiscal intermediary, DXC, to be paid for testing and testing related services for the uninsured. Providers will be required to self-attest on the uninsured individual's application to Medicaid that they are not also [billing the Department of Health and Human Services \(HHS\) or the Health Resources and Services Administration \(HRSA\)](#) for the same services. You also may not bill on any contract with the Louisiana Department of Health to provide COVID-19 testing for these patients. If Medicaid identifies other third party coverage is available (e.g., Medicare, private insurance), Medicaid will not cover the services. For additional guidance, visit [Medicaid's provider web page for COVID-19 testing coverage for uninsured individuals](#). The site contains billing information, a [detailed provider guide](#), frequently asked questions for providers, and the [simplified application](#) patients can fill out to determine if they are eligible for coverage.

For treatment and vaccination services for uninsured individuals, providers should refer to the Health Resources and Services Administration claims reimbursement program. More information is available at: <https://www.hrsa.gov/CovidUninsuredClaim>.

Serological Antibody Testing

Medicaid cover COVID-19 serological antibody testing for all beneficiaries when medically necessary. Relevant procedure codes are listed on the COVID-19 Laboratory Testing Fee Schedule. Serological antibody testing is covered for a maximum of two tests per year without prior authorization.

Providers should refer to CDC guidelines for test ordering and interpretation, available at: <https://www.cdc.gov/coronavirus/2019-ncov/lab/resources/antibody-tests.html>.

All serological antibody tests must be FDA-approved or authorized, a listing is available at: <https://www.fda.gov/medical-devices/emergency-situations-medical-devices/eua-authorized-serology-test-performance>.

Serological antibody testing is only covered for beneficiaries:

1. For evaluation of a recent past episode of symptoms to determine if the infection was from the SARS-CoV-2 virus; or
2. To assess risk of infection in an enrollee who believes that they are immune. In this case, a negative test would demonstrate continued susceptibility and provide an opportunity for discussion about the importance of mitigation measures. Please note: By CDC guidelines, a positive test does not necessarily mean that a beneficiary is immune to infection with SARS-CoV-2.

COVID-19 Counseling and Evaluation and Management Services

Under existing payment policies, physicians and other licensed practitioners furnishing counseling services related to COVID-19 may use evaluation and management visit codes, when applicable. When furnishing these services, physicians and other practitioners spending more than 50 percent of the face-to-face time (for non-inpatient services) or more than 50 percent of the floor time (for inpatient services) providing counseling or coordination of care may use time to select the level of evaluation and management visit reported.

Counseling resources:

Provider Counseling Q&A: <https://www.cms.gov/files/document/covid-provider-counseling-ga.pdf>

Provider Counseling Talking Points: <https://www.cms.gov/files/document/covid-provider-patient-counseling-talking-points.pdf>

Provider Counseling Check List: <https://www.cms.gov/files/document/covid-provider-patient-counseling-checklist.pdf>

Handout for Patients to Take Home: https://www.cdc.gov/coronavirus/2019-ncov/downloads/php/318271-A_FS_KeyStepsWhenWaitingForCOVID-19Results_3.pdf

COVID-19 Vaccination

Louisiana Medicaid covers all COVID-19 vaccinations for which the FDA has issued an Emergency Use Authorization (EUA). Vaccine coverage is provided without the requirement of

prior authorization in both the medical and pharmacy benefit and with no cost sharing for Medicaid beneficiaries.

Clinical guidance can be accessed from the Office of Public Health advisories on COVID-19 vaccination: <https://ldh.la.gov/index.cfm/page/4042>.

Training tools for providers can be found here: <https://ldh.la.gov/index.cfm/page/3880>.

For the medical benefit, the relevant procedure codes for vaccines and vaccine administration are listed on the “COVID-19 Vaccine/Treatment Fee Schedule” which will be updated as new information becomes available. A separate provider notice will be issued with guidance for billing pharmacy claims. Coverage is provided according to the clinical criteria listed in the EUA and is effective on the date that listed on the fee schedule.

Currently, vaccine doses are provided at no cost to providers by the federal government and therefore the vaccine codes shall be reimbursed at \$0. Medicaid will only reimburse claims for vaccine administration when performed and coded appropriately, defined as:

1. To members meeting the age requirements on the date of service
2. At or after the recommended dosing interval
3. The vaccine administration code matches the vaccine code (when billed as a medical claim)
4. The vaccine administration code accurately reflects whether the dose administered was an initial or a final dose, based on dose history (when billed as a medical claim or the appropriate Submission Clarification Code is submitted on the pharmacy claim)
5. When a series is initiated, that it is completed by dose(s) from the same manufacturer

Medically necessary exceptions to the above will be reviewed. Providers can review information from LINKS to determine a patient’s vaccination history. In addition, providers are responsible for adhering to all Office of Public Health requirements around vaccination.

This policy will be updated as needed for changes in vaccine availability and eligibility criteria.

Overall Telemedicine/Telehealth Policy

Louisiana Medicaid encourages the use of telemedicine/telehealth, when appropriate, for any and all healthcare services (i.e., not just those related to COVID-19 symptoms). Louisiana Medicaid, including all Medicaid MCOs, allows for the telemedicine/telehealth mode of delivery for many common healthcare services. When otherwise covered by Louisiana Medicaid,

telemedicine/telehealth is allowed for all CPT codes located in Appendix P of the CPT manual (relevant codes listed below).

Permissible Telecommunications Systems:

All services eligible for telemedicine/telehealth may be delivered via an interactive audio/video telecommunications system. A secure, HIPAA-compliant platform is preferred, if available. However, for the duration of the COVID-19 emergency, if a HIPAA-compliant system is not immediately available at the time it is needed, providers may use everyday communications technologies such as cellular phones with widely available audio/video communication software. The Office for Civil Rights at the Department of Health and Human Services maintains a list of software deemed appropriate for use during this event at: <https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>.

For the duration of the COVID-19 emergency, in cases where an interactive audio/video system is not immediately available at the time it is needed, an interactive audio-only system (e.g., telephone) without the requirement of video may be employed, unless noted otherwise. For use of an audio-only system, the same standard of care must be met and the need and rationale for employing an audio-only system must be documented in the clinical record. Please note, some telemedicine/telehealth services described below require delivery through an audio/video system due to the clinical nature of these services. Where applicable, this fact is noted explicitly.

Effective with dates of service on and after June 1, 2020, “Telephone Services” represented by CPT codes 99441, 99442, and 99443 will no longer be payable under the Professional Services or Outpatient Hospital programs. Claims for audio-only interactions must be coded using the appropriate procedure codes describing the service, for example evaluation and management services, with the telehealth modifier and place of service appended.

Originating Site:

The originating site refers to where the patient is located. There is currently no formal limitation on the originating site and this can include, but is not limited to, the patient’s home.

Distant Site:

The distant site refers to where the provider is located. The preferred location of a distant site provider is in a healthcare facility. However, if there is disruption to a healthcare facility or a risk to the personal health and safety of a provider, there is no formal limitation as to where the distant site provider can be located, as long as the same standard of care can be met.

Other Requirements:

As always, providers must maintain the usual medical documentation to support reimbursement of the visit. In addition, providers must adhere to all telemedicine/telehealth-related requirements of their respective professional licensing boards.

Reimbursement:

Reimbursement for services delivered through telemedicine/telehealth is at the same level as reimbursement for in-person services. This includes services delivered by an audio/video telecommunications system as well as by an audio-only system. MCOs with contracts that exclude providers from delivering services via telehealth have been instructed to amend those contracts to allow it, where clinically appropriate.

Billing Instructions (non-FQHC/RHC):

Providers must indicate place of service 02 and must append modifier -95. Services delivered via an audio/video system and via an audio-only system should be coded this same way.

Billing Instructions for FQHCs/RHCs:

Providers must indicate place of service 02 and append modifier -95 on the header and on all detailed service lines. Services delivered via an audio/video system and via an audio-only system should be coded this same way. Reimbursement for these services in an FQHC/RHC will be at the all-inclusive prospective payment rate on file for the date of service.

Relevant CPT codes covered in the overall telemedicine/telehealth policy are listed below. In addition, other services are eligible to be delivered via telemedicine/telehealth (e.g., PT/OT/SLT) and these are detailed later in this bulletin.

| Category | Service | CPT Code(s) |
|-------------------|---|--|
| Behavioral Health | See Medicaid Health Plan Advisories posted at http://ldh.la.gov/index.cfm/page/1734 . | |
| Dialysis | End-Stage Renal Disease Services | 90951, 90952, 90954, 90955, 90957, 90958, 90960, 90961 |

| | | |
|--|--------------------------------------|-----------------------------------|
| Cardiovascular | Cardiovascular Monitoring Services | 93228, 93268, 93272 |
| Neuromuscular | Neurostimulator Analysis-Programming | 95970, 95971, 95972 |
| Psychological, Neuropsychological Testing | Neurobehavioral Status Examination | 96116 |
| Evaluation and Management, Office or Other Outpatient Services | New Patient | 99201, 99202, 99203, 99204, 99205 |
| | Established Patient | 99211, 99212, 99213, 99214, 99215 |
| Hospital Inpatient Services | Subsequent Hospital Care | 99231, 99232, 99233 |
| Nursing Facility Services | Subsequent Nursing Facility Care | 99307, 99308, 99309, 99310 |

Telehealth Requirements for Physical, Occupational, and Speech Therapy

Effective for dates of service on or after March 17, 2020, and for the duration of the COVID-19 emergency, Louisiana Medicaid encourages and will reimburse the use of telehealth, when appropriate, for rendering physical therapy, occupational therapy, and speech therapy to members. Telehealth can facilitate the continuation or establishment of these services while complying with the need for social distancing.

Telehealth services can be rendered for the care of new or established patients, or to support the caregivers of new or established patients. For services requiring prior authorization, a new prior authorization request does not need to meet any additional criteria to be eligible for telehealth delivery and an existing prior authorization does not need an addendum to be eligible for telehealth delivery.

Telehealth services must be rendered by licensed providers for their respective therapies, which include physical therapists, occupational therapists, and speech-language pathologists, subsequently referred to collectively as the “therapy provider.”

EarlySteps Providers

Prior to the session, the therapy provider should obtain permission from the member or caregiver to proceed with telehealth and this discussion should be documented in the clinical

record. The therapy provider should also assist the member or caregiver in setting up any technology needed. The therapy provider is responsible for all aspects of the respective care provided to a patient, including determining and documenting the extent to which the use of technology is necessary and appropriate in the provision of the rendered therapy. A member’s appropriateness for telehealth should be determined on a case-by-case basis, with selections based on the judgment of the therapy provider, the member’s informed choice, and professional standards of care. The therapy provider should ensure that care is provided in a secure, confidential location.

The therapy provider and member/caregiver must use an interactive audio/video telecommunications system.

Billing and Claims Processing Update:

The Louisiana Medicaid fee-for-service (FFS) claim processing system is being updated to allow the teletherapy place of service (02) and the procedure modifier 95 to no longer deny claims. All FFS claims submitted with a date of service on or after March 16, 2020, that were denied due to the use of these teletherapy codes will be recycled without any action required by providers as long as there were no other claim billing errors. This claims recycle is expected to occur on the remittance of April 28, 2020.

Providers must continue to include all other applicable EarlySteps procedure code modifiers (e.g., U8, TJ, or SE as applicable) on any teletherapy claims submitted. Claims submitted without the appropriate procedure code modifiers will remain in a denied status until they are corrected. Providers should correct any prior submitted claims without these modifiers in order to receive payment.

All Therapy Providers

A list of relevant procedure codes is included below. Providers must indicate place of service 02 and must append modifier -95.

| Physical Therapy | Occupational Therapy | Speech/Language Therapy |
|-------------------------|-----------------------------|--------------------------------|
| 97161 | 97165 | 92507 |
| 97162 | 97166 | 92508 |
| 97163 | 97167 | 92521 |

| | | |
|-------|-------|-------|
| 97164 | 97168 | 92522 |
| 97110 | 97530 | 92523 |
| G0151 | G0152 | 92524 |
| | | 92526 |
| | | 92610 |
| | | G0153 |

Telehealth Requirements for Applied Behavior Analysis (ABA)

Effective for dates of service on or after March 17, 2020, and for the duration of the COVID-19 emergency, Louisiana Medicaid encourages and will reimburse the use of telehealth, when appropriate, for rendering certain ABA services. LDH will determine upon resolution of the COVID-19 emergency if telehealth services should remain in place as part of the ABA program. Telehealth services can be rendered for the care of new or established patients or to support the caregivers of new or established patients.

An established patient is defined as one who already has an approved and prior authorized treatment plan. An existing prior authorization does not need an addendum to be eligible for telehealth delivery. All prior authorizations will be extended through ~~February 28~~ April 30, 2021. However, new patients still require approval and prior authorization for services, and subsequent new assessments and behavior treatment plans can be performed remotely via telehealth only if the same standard of care can be met. Previously approved prior authorizations can be amended to increase units of care and/or to reflect re-assessment goals. Prior authorization requests submitted after October 31, 2020 for either new or established patients must include how telehealth will be incorporated into the behavior treatment plan, when telehealth is clinically appropriate.

The codes listed below can be performed via telehealth; however, requirements for reimbursement are otherwise unchanged from the Applied Behavior Analysis Provider Manual.

Relevant CPT codes include:

- 97151
- 97152
- 97153
- 97154
- 97155

97156
97157
97158

Billing Instructions:

Claims processing systems were updated by March 24, 2020. In addition to providing a CPT code, providers must indicate place of service 02 and must append modifier -95. Services delivered via an audio/video system and via and audio-only system should be coded this same way.

Guidance for Telehealth ABA:

Telehealth services must be based on ABA methodology and rendered or directed by a registered line technician (RLT), Licensed Behavior Analyst (LBA), or Certified Assistant Behavior Analyst (CaBA). The caregivers/patients and RLT/LBA/CaBA must be linked through an interactive audio/visual telecommunications system. If an audio/visual telecommunications system is not available, then the LBA/CaBA may use an audio system, without the requirement of video, as long as the same standard of care can be met. The need and rationale for an audio-only service should be documented in the medical record. The purpose of this service is to provide family adaptive behavior treatment guidance, which helps parents and/or caregivers properly use treatment procedures designed to teach new skills and reduce challenging behaviors. Given the rapidly changing conditions during the COVID-19 emergency, addenda to Behavior Treatment Plans can be made to increase the units approved.

Guidance for In-Person Services during COVID-19 Emergency

In accordance with Healthcare Facility Notice/Order Notice #2020-COVID19 ALL 020 issued June 4, 2020, ABA services rendered by an in-person RLT, LBA, or SCABA should be converted to telehealth or postponed whenever possible. However, providers shall consider the entire clinical picture when determining if a service can be safely converted to telehealth or postponed. It is recognized that some patients may qualify as having an “emergency medical condition” that could place the health of the individual or his/her caregiver(s) in serious jeopardy. For example, patients engaging in self-injurious behaviors, injuring others, and at risk of elopement may require in-home ABA services to prevent serious harm to themselves or others.

When considering in-person services, the provider should determine: 1) if the loss of these services will result in eminent danger for the patient and 2) the risks involved in providing such services. The provider should document evidence to support that the in-person services are

provided to minimize eminent or existing danger to the patient/caregiver(s) and that the services cannot be rendered via telehealth.

Telehealth supervision of in-home therapy rendered by a RLT must utilize a LBA/CaBA to provide remote supervision. Each RLT must obtain ongoing supervision as approved in the patient's plan of care. Supervision may be conducted via an interactive audio/video telecommunications system in lieu of the LBA/CaBA being physically present. The purpose of supervision is to improve and maintain the behavior-analytic, professional, and ethical repertoires of the RLT and facilitate and maintain the delivery of high-quality services to his or her patients.

In-person Encounter Requirements

IF in-person encounters between RLT/LBA/CaBA/ are considered medically necessary, and IF the RLT/LBA/CaBA AND patient/caregivers agree that such encounters are necessary and safe, all providers and patients/caregivers are strongly advised to adhere to LDH and CDC recommendations to reduce exposure to themselves, their staff, and their patients. All patients, caregivers, providers, and staff should be screened for symptoms of COVID-19, pursuant to CDC guidance. Patients (when feasible) and caregivers should wear cloth face coverings or face masks during the encounter, and providers and staff should wear surgical face masks.

Telehealth at Outpatient Hospital Facility

Effective for dates of service on or after March 17, 2020, outpatient hospital facilities must bill telehealth claims using the normal revenue code and applicable procedure code with modifier 95 appended.

The POS 02 telehealth guidance for professional claims does not apply for telehealth billing on the UB 04 Form.

Secondary Claims (Third Party Liability – TPL) for Telehealth

If a primary insurance claim for telehealth services was submitted with a place of service equal to the primary carrier's billing requirements and modifier -95 is appended to the procedure code for a covered service, DXC will allow the secondary claims and encounters. Place of service (POS) 02 will not be required for these claims. This instruction also applies to MCOs.

All secondary (TPL) claims submitted for effective dates of service (as described elsewhere in this document) that were denied due to invalid place of service that have modifier-95 appended to applicable procedure codes will be reprocessed without any action required by providers.

EPSDT Preventive Services Telemedicine/Telehealth Visits (Well-Child Care) during COVID-19

Effective for dates of service on or after March 5, 2020, the use of telemedicine/telehealth to perform clinically appropriate components of Early and Periodic Screening, Diagnostic and Treatment (EPSDT) preventive services for members older than 24 months of age will be allowed. Essential components of an EPSDT preventive service visit that are impossible to perform via telemedicine/telehealth (e.g., a complete physical exam, vision and hearing screenings, fluoride varnish, laboratory tests, and immunizations) can be performed during an in-person interperiodic visit at a later date when limitations on non-emergent clinical care are lessened.

Coding for EPSDT preventive services completed through telemedicine/telehealth and interperiodic visits:

- Telemedicine/telehealth visit: Normal EPSDT preventive services code by age (99381-99385, 99391-99395) with telehealth modifier (95), reduced services modifier (52), and place of service (02).
- In-person interperiodic visit: Normal EPSDT preventive services code (99391-99395).

The telemedicine/telehealth visit providing partial components of the EPSDT preventive services visit is reimbursed at 75% of the normal rate. The complete in-person interperiodic visit that occurs at a later date will be reimbursed at 100% of the fee on file.

Episodic and sick care (e.g., CPT codes 99212-99215) may be delivered by telemedicine/telehealth to members of all ages, as long as the same standard of care can be met as an in-person visit. For EPSDT preventive services and episodic and sick care, the overall Medicaid telemedicine/telehealth policy applies including, but not limited to, telecommunication system recommendations, originating site, distant site, and reimbursement rates. As always, providers must maintain the usual medical documentation to support reimbursement of the visit.

Guidance for reducing infection risk while conducting in-person well-child visits is available from the Louisiana AAP (<https://www.laaap.org/wp-content/uploads/2020/03/Guidance-from-LA-AAP-on-Continuation-of-Well-Child-Visits-During-COVID.pdf>) and guidance specific to vaccine administration during the COVID-19 pandemic is available from the Office of Public Health (<http://ldh.la.gov/index.cfm/page/3891>). Please continue to monitor LDH policies and professional organization clinical guidance, as updates and resources are subject to change as the pandemic response evolves.

Interprofessional Telephone/Internet/Electronic Health Record Services (E-Consults)

Effective for dates of service on or after March 15, 2021, Louisiana Medicaid will reimburse interprofessional assessment and management services that occur electronically through EHR, through audio/video platforms, or via telephone (e-consults).

A qualifying assessment and management service is one in which a member's treating practitioner requests the opinion and/or treatment advice of a practitioner with a specific specialty or subspecialty different from the requesting practitioner, to assist the treating practitioner in the diagnosis and/or management of the member's presenting issue. (See additional information below for CPT code 99451.)

Treating and remote/e-consultant practitioners include the following types: physicians, advanced practice registered nurses, physician assistants, psychologists, and other licensed mental health professionals.

All e-consults must be conducted through a secure internet exchange between the treating practitioner and the consultant*. The system used to complete the e-consult must, as a minimum, comply with the following requirements:

- Be in compliance with current HIPPA and other applicable security and privacy requirements;
- Enable transmission through electronic communication systems to a specialist who uses the information to evaluate the cases for the type of e-consults for which it is used; and
- Be compatible with the primary care or treating provider's electronic health records system.

*For the duration of the COVID-19 emergency, when a secure electronic exchange is not available, or the practitioners do not have a compatible electronic health record system, interprofessional assessment and management services may be rendered via audio/visual (telehealth) platforms or telephone. Practitioners must document the reason for using telehealth or telephonic communications. Documentation in the clinical records must substantiate the service.

The purpose of remote interprofessional assessment and management via e-consults, audio/visual platforms, or telephone is to replace a face-to-face evaluation and management (E/M) visits that would be performed by a practitioner with that specialty/subspecialty.

E-consult codes for interprofessional assessment and management are not reimbursable if there has been an E/M visit with the specialist/subspecialist during the time period of 14 days prior to or will be an E/M visit 14 days after the remote interprofessional assessment and management occurs (or at the next available appointment date with the specialist if that date is greater than 14 days) if:

- The E/M visit was/is related to the original issue, and
- The E/M visit is with the same specialist/subspecialist (or group) and was completed in addition to the interprofessional assessment and management.

In this circumstance, the e-consult codes shall not be billed for interprofessional assessment and management services when the specialist/subspecialist will bill for an E/M visit. In addition, e-consult codes shall not be billed for regular communication that is expected to occur between a physician and an APRN collaborating with, or a PA supervised by, the physician. Failure to adhere to this policy may result in recoupment.

All documentation for interprofessional assessment and management is to include the medical/behavioral health conclusions and any recommendations for treatment written by the specialist/subspecialist. All documentation for the interprofessional assessment and management must be retained in the member's medical record. This applies to both the treating and specialty practitioners.

Relevant CPT procedure codes are:

- 99451: Interprofessional telephone/internet/electronic health record assessment and management service provided by a consultative physician, including a written report to the patient's treating/requesting physician or other qualified healthcare professional; 5 minutes or more of medical consultative time (used by the specialist/subspecialist clinician).

Pharmacy

Effective March 17, 2020, members may receive up to a 90-day supply, as appropriate, of medications that are not controlled substances. These include cardiovascular drugs (hypertension, coronary artery disease, thrombosis), diabetes drugs (oral and injectable), respiratory drugs (inhaled and oral), contraceptives, antiretrovirals, direct-acting antivirals for hepatitis C, immunosuppressives, antipsychotics, and antidepressants, among others. Prior authorization on prescribed drugs and physician-administered drugs will resume November 1, 2020. Additionally, member copays for prescribed drugs are waived, effective March 24, 2020.

To reduce exposure, providers should consider encouraging members to use pharmacies that offer free home delivery services or drive-through pickup services. To reduce contact, member signatures are no longer required.

Medication-Assisted Treatment for Substance Use Disorders

Prescribers are encouraged to use existing flexibility provided under federal law to ensure continuity of treatment for members with substance use disorders. Buprenorphine and buprenorphine/naloxone products, for example, are Schedule III controlled substances and prescriptions may be written for up to a 30-day supply with up to two refills. The benefits of ensuring continuity of treatment and resulting overdose prevention will often outweigh the risks of diversion and misuse.

Prescribers are also encouraged to educate members regarding the availability of naloxone for those who may be at risk for overdose. Naloxone is available via a statewide standing order, and naloxone is covered without prior authorization for all Louisiana Medicaid members.

Durable Medical Equipment

Effective March 17, 2020, members may receive up to a 90-day quantity of supplies related to incontinence, diabetes, tracheostomy care, wound care, home dialysis, parenteral and enteral nutrition, apnea/breathing monitors and other respiratory supplies, home oxygen, electric breast pumps, pulse oximeter probes and tape, and intravenous therapy. ~~Where necessary, existing prior authorizations should be extended through February 28, 2021, to accommodate a 90-day supply.~~

All prior authorizations previously extended due to COVID-19 for durable medical equipment (DME) HCPCS codes included in this bulletin will be extended a final time through April 30, 2021. DME providers must submit new prior authorizations with a begin date of May 1, 2021 as soon as possible to ensure timely processing. Those prior authorization requests submitted to Gainwell Technologies must include prescriptions received within six (6) months of May 1, 2021.

Multifunction Ventilator (E0467)

Effective for dates of services on or after March 1, 2020, Medicaid reimburses for multifunction ventilators through the durable medical equipment benefit. This addition is to allow providers flexibility in the types of ventilators that can be utilized to meet members' needs.

Other Prior Authorized Services

All existing prior authorizations for other services are extended through ~~February 28~~ April 30, 2021.

- Any necessary medical and surgical procedures
- Home health services (EHH)
- EPSDT personal care services (PCS)
- Hospice services
- Therapies (PT/OT/SLT)
- Pediatric Day Health Care

Providers must submit new prior authorizations with a begin date of May 1, 2021 as soon as possible to ensure timely processing.

Quarantine or Isolation Orders

Healthcare services provided as a result of a public health quarantine or isolation order or recommendation, when otherwise covered by Louisiana Medicaid, are always considered medically necessary.

Hospital-Based Utilization Management for Medical Stays

Medicaid MCOs have been instructed that all hospital-based utilization management (UM) for all medical hospitalizations including, but not limited to, initial service authorizations and concurrent reviews may resume beginning March 1, 2021. This also applies to cases in which an individual is enrolled in an MCO retroactively. Medicaid MCOs have been directed that all efforts to conduct post-payment reviews of medical hospital stays during the event period must be approved by and coordinated with LDH to minimize disruption to hospitals.

Where possible, hospitals should continue to notify MCOs about admissions so that MCOs can assist with discharge planning. To maximize beds available for patients with COVID-19, Medicaid MCOs have been directed, to the maximum extent possible, to dedicate their hospital-based staff to facilitating rapid placement and discharge of currently hospitalized patients. MCOs have been directed to lift service authorizations for services necessary to ensure a safe discharge such as home health services and skilled nursing facility services.

Quality and Value-Based Payment Programs

Participation in provider quality incentive programs and value-based payment programs will not be negatively affected by the disruption caused by COVID-19. When determining provider incentives and value-based payment targets, Medicaid MCOs will account for the effects of COVID-19 on the healthcare system.

Personal Protective Equipment

Providers should preserve personal protective equipment for use with patients with suspected or confirmed COVID-19.

ICD-10 Diagnosis Coding

To ensure proper reporting, providers should follow CDC's Official Coding Guideline when selecting a diagnosis code. This guideline is available at:

<https://www.cdc.gov/nchs/icd/icd10cm.htm>.

Hospital Discharge Assistance – Managed Care Organizations

For assistance with resolving hospital discharge problems 24 hours a day, please use the telephone numbers listed below.

| MCO | Phone Number |
|---|---------------------|
| Aetna Better Health | 504-473-6430 |
| AmeriHealth Caritas Louisiana | 225-300-9588 |
| Healthy Blue | 225-200-4751 |
| Louisiana Healthcare Connections | 318-261-9269 |
| UnitedHealthcare | 504-220-0696 |

Resources for Patients

For anyone with questions about coronavirus, please direct them to contact the Louisiana 211 Network by dialing 211. Or, they can text the keyword LACOVID to 898-211 for the most current information about the outbreak as it becomes available. They can also get answers here:

www.la211help.org.

Member Reassignment

MCOs may resume the quarterly member reassignment process outlined in [Informational Bulletin 19-6](#) beginning October 1, 2020.

Credentialing Information

MCOs are following the guidance issued by the National Committee for Quality Assurance for provisional credentialing during this event. MCO contact information is provided:

| MCO | Contact Information |
|---|---|
| Aetna Better Health | LAProvider@aetna.com |
| AmeriHealth Caritas Louisiana | <p>New providers seeking provisional credentialing and who seek to be part of the ACLA provider network beyond COVID-19 pandemic should submit the required documents to ProviderEnrollment@amerihealthcaritasla.com.</p> <p>Practitioners who do not seek to be part of the ACLA provider network/practice following the COVID-19 pandemic, and are providing care to members/patients as part of federal, state or local government emergency response team should submit a non-participating provider form to network@amerihealthcaritasla.com.</p> |
| Healthy Blue | LAinterPR@HealthyBlueLA.com |
| Louisiana Healthcare Connections | <p>In order to apply for provisional credentialing, please complete the standard credentialing packet and label the top as “Provisional Credentialing Request.”</p> <p>Submit completed packets to LHC_Provider_Credent@Centene.com.</p> <p>If you have questions regarding the provisional credentialing process please contact: Adam Frugé at AFRUGE@LOUISIANAHEALTHCONNECT.COM.</p> |
| UnitedHealthcare | <ol style="list-style-type: none"> 1. Submit a completed and signed application and attestation through CAQH ProView® Opens in a new window or a state-mandated application. Please be sure to select UnitedHealthcare as an approved health plan. 2. Submit a request for participation to UnitedHealthcare so we can start the provisional credentialing process. You can submit your request for participation in one of three ways: <ul style="list-style-type: none"> ○ Call 877-842-3210 and enter the practitioner’s tax identification number (TIN). Then, select Credentialing > Medical > Join the Network. |

- o Email swproviderservices@uhc.com. Include the practitioner’s full name, National Provider Identifier (NPI) number, TIN, CAQH ID and a brief description of the request.

Appendix: DME HCPCS Codes for a 90-day Supply

| Incontinence Supplies | | | | |
|------------------------------|-------|-------|-------|-------|
| A4310 | A4357 | A4385 | A4405 | T4521 |
| A4311 | A4358 | A4387 | A4406 | T4522 |
| A4320 | A4360 | A4388 | A4407 | T4523 |
| A4322 | A4361 | A4389 | A4408 | T4524 |
| A4326 | A4362 | A4390 | A4409 | T4525 |
| A4327 | A4364 | A4391 | A4410 | T4526 |
| A4328 | A4367 | A4392 | A4411 | T4527 |
| A4331 | A4368 | A4393 | A4413 | T4528 |
| A4332 | A4369 | A4397 | A4414 | T4529 |
| A4335 | A4371 | A4398 | A4415 | T4530 |
| A4336 | A4372 | A4399 | A4416 | T4531 |
| A4338 | A4373 | A4400 | A4417 | T4532 |
| A4344 | A4375 | A4402 | A4418 | T4533 |
| A4349 | A4376 | A4404 | A4419 | T4534 |
| A4351 | A4377 | | A4421 | T4535 |
| A4352 | A4378 | | A4422 | T4539 |
| A4353 | A4379 | | A4423 | T4543 |
| A4354 | A4380 | | A4424 | |
| A4355 | A4381 | | A4425 | |

| | | | | |
|-------|-------|--|-------|--|
| A4356 | A4382 | | A4426 | |
| | A4383 | | A4427 | |
| | A4384 | | A4428 | |
| | | | A4429 | |
| | | | A4431 | |
| | | | A4432 | |
| | | | A4433 | |
| | | | A4434 | |

| Wound Care Supplies | | | |
|----------------------------|-------|-------|-------|
| A4450 | A6210 | A6245 | A6506 |
| A4452 | A6211 | A6246 | A6507 |
| A4455 | A6212 | A6247 | A6508 |
| A4456 | A6213 | A6248 | A6510 |
| A4459 | A6214 | A6250 | A6511 |
| A4461 | A6215 | A6251 | A6513 |
| A4463 | A6216 | A6252 | K0744 |
| A5120 | A6217 | A6253 | K0745 |
| A5121 | A6218 | A6254 | K0746 |
| A5122 | A6219 | A6255 | |
| A6021 | A6220 | A6256 | |
| A6022 | A6221 | A6257 | |
| A6023 | A6222 | A6258 | |
| A6024 | A6223 | A6259 | |
| A6025 | A6224 | A6260 | |
| A6154 | A6228 | A6261 | |

| | | | |
|-------|-------|-------|--|
| A6196 | A6229 | A6262 | |
| A6197 | A6230 | A6266 | |
| A6198 | A6234 | A6402 | |
| A6199 | A6235 | A6403 | |
| A6203 | A6236 | A6404 | |
| A6204 | A6237 | A6410 | |
| A6205 | A6238 | A6446 | |
| A6206 | A6241 | A6501 | |
| A6207 | A6242 | A6502 | |
| A6208 | A6243 | A6504 | |
| A6209 | A6244 | A6505 | |

| |
|-------------------------------------|
| Apnea and Breathing Monitors |
| A4556 |
| A4557 |
| E0619 |

| |
|------------------------------|
| Electric Breast Pumps |
| A4281 |
| E0603 |

| |
|--------------------------|
| Diabetic Supplies |
| A4224 |
| A4225 |
| A4230 |

| |
|-------|
| A4231 |
| A4233 |
| A4234 |
| A4235 |
| A4236 |
| A9274 |
| A9276 |
| A9277 |
| A9278 |
| E0607 |

| |
|-----------------------------------|
| Home Dialysis Supplies |
| A4690 |
| A4730 |
| A4740 |
| A4750 |
| A4755 |
| A4760 |
| A4765 |
| A4860 |
| A4913 |

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|--------------------|
| Home Oxygen |
| A4615 |
| A4616 |

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|-------|
| A4618 |
| E0430 |
| E0431 |
| E0433 |
| E0439 |
| E0443 |
| E0444 |
| E0447 |
| E0565 |
| E1358 |
| E1390 |
| K0738 |

| Tracheostomy Care Supplies | |
|-----------------------------------|-------|
| A4481 | A4627 |
| A4483 | A4628 |
| A4611 | A4629 |
| A4612 | A7048 |
| A4613 | A7501 |
| A4613 | A7502 |
| A4614 | A7520 |
| A4615 | A7521 |
| A4616 | A7522 |
| A4618 | A7524 |
| A4618 | A7525 |
| A4620 | A7526 |

| | |
|-------|-------|
| A4623 | A7527 |
| A4624 | E0600 |
| A4625 | |

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| Parenteral and Enteral Nutrients and Supplies |
| B4034 |
| B4035 |
| B4036 |
| B4081 |
| B4082 |
| B4083 |
| B4088 |
| B4100 |
| B4102-B4104 |
| B4149-B4150 |
| B4152-B4155 |
| B4158-B4162 |

| |
|---------------------------------------|
| Pulse Oximeter Probes and Tape |
| A4606 |
| E0445 |

| |
|----------------------------|
| Intravenous Therapy |
| S1015 |

| |
|-----------------------------|
| Respiratory Supplies |
| A7003 |
| A7005-A7009 |
| A7012-A7017 |
| E0470 |
| E0471 |
| E0480 |
| E0482 |
| E0483 |
| E0570 |
| E0585 |