



Louisiana Department of Health Informational Bulletin 20-5

Revised April 16, 2020

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, for members that have symptoms compatible with COVID-19. Reimbursement is provided at Medicare rates and this coverage is provided with no copay. Please note that the laboratory test was recently assigned a permanent CPT code and providers will be advised to change shortly.* At this time, the current procedure code is:

- U0002: 2019-nCoV Coronavirus, SARS-CoV-2/2019-nCoV (COVID-19) using any technique, multiple types or subtypes (includes all targets), non-CDC.

*Procedure Code Update

- Effective for **dates of service on or after April 20, 2020**, providers performing the commercial laboratory testing for COVID-19 antigen detection are to use the new CPT code 87635. The reimbursement will be the same as U0002.
- A separate COVID-19 Laboratory Testing fee schedule is now 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.
- The HCPCS code U0002 is not to be used for dates of service on or after April 20, 2020.
- Fee-for-service and managed care claims processing systems will enforce the date of service criteria specific to the two procedure codes.

Providers shall be allowed to resubmit claims if there is a date of service/procedure code conflict, but it is the provider's responsibility to keep their billing systems current and accurate.

Providers should immediately report positive COVID-19 commercial laboratory results to the OPH Infectious Disease Epidemiology Hotline at 1-800-256-2748.

All patients suspected (and undergoing testing) for COVID-19 should remain hospitalized if needed or isolate at home until they receive their test results. If test results are positive, patients should continue to be isolated for seven or more days from the onset of illness, or three or more days after resolution of fever, whichever is longer AND resolution or improvement in respiratory symptoms.

Of note, commercially available respiratory viral panel tests, represented by CPT codes 87631, 87632 and 87633 that do not include specific SARS-CoV-2 targets are not appropriate for diagnosing suspected COVID-19 at this time.

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.

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.

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. 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/1198 .	
Dialysis	End-Stage Renal Disease Services	90951, 90952, 90954, 90955, 90957, 90958, 90960, 90961
Cardiovascular	Cardiovascular Monitoring Services	93228, 93268, 93272
Psychological, Neuropsychological Testing	Neurobehavioral Status Examination	96116
Evaluation and Management, Office or Other Outpatient Services	New Patient	99201, 99202, 99203, 99204, 99205
	Established Patient	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 Instructions:

Claims processing systems were updated on March 24, 2020. Claims submitted before that date, should be recycled with no action needed by the provider.

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
		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 the COVID -19 emergency. 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.

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 an audio-only system should be coded the 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-007 issued March 21, 2020, which directs and requires that all health care providers postpone all in-person healthcare services that can safely be postponed for 30 days, ABA services rendered by an in-person RLT, LBA, or SCABA should also be converted to telehealth or postponed whenever possible. However, 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 "DO THE FIVE:"

1. HANDS: Wash them often.
2. ELBOW: Cough into it.
3. FACE: Don't touch it.
4. FEET: Stay more than 6 feet apart whenever possible.
5. FEEL sick: Stay home.

Providers are strongly advised to limit in-person encounters only to those which cannot be done through telemedicine/telehealth technologies. These in-person encounters must be urgent and medically necessary. If such in-person visits are required for the health and safety of the patient, providers should contact patient/caregiver BEFORE going to homes or community locations. At this initial telephonic communication, the provider should screen patients/caregivers for COVID-19 risk, exposure or symptoms, including but not limited to the following: report history of or current temperature/fever, signs and symptoms of respiratory illness, and relevant travel and exposure history. Document the absence of any temperature/fever, shortness of breath, new or change in cough, and sore throat prior to engaging the patient/caregiver. Personnel who live in a community where community-based spread of COVID-19 is occurring should not engage patients/caregivers if exhibiting respiratory symptoms and should be screened before engaging in patient/caregiver encounters. IF in-person encounters cannot be done through telemedicine/telehealth technologies, providers should meet with each patient/caregiver in accord with CDC-recommended social distancing guidance. While maintaining privacy, confidentiality and respecting conventions of HIPAA and Protected Health Information, meet the patient/caregiver in open ventilated space, staying at least six feet from the patient/caregiver during the encounter. Consider conducting the encounter outside of the home/apartment.

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

Based upon direction from the Centers for Medicare and Medicaid Services (CMS), E-consult codes are no longer payable for dates of service on or after April 9, 2020. LDH continues to work diligently with CMS to restore the service option.

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.

Pharmacy

Effective March 17, 2020, members may receive early refills and 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. Existing prior authorizations on prescribed drugs and physician-administered drugs will also be extended through June 30, 2020, with no action needed by the prescriber. 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 June 30, 2020, to accommodate a 90-day supply.

Multifunction Ventilator (E0476)

Effective for dates of services on or after March 23, 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 June 30, 2020.

- 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

Vaccine

At this time there is no vaccine to prevent COVID-19. When a federally approved vaccine is available, it will be covered for all Medicaid members with no copay.

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

Effective March 17, 2020, and for the duration of the COVID-19 emergency, Medicaid MCOs have been instructed to suspend all hospital-based utilization management for medical hospitalizations including, but not limited to, service authorizations and concurrent reviews. The purpose of this suspension is to ensure that all available hospital staff with clinical training can be deployed for response efforts. After the emergency period, MCOs have been directed that all efforts to conduct post-payment reviews of medical hospital stays during the emergency 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, 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

During the COVID-19 event, the quarterly member reassignment process outlined in Informational Bulletin [19-6](#) will be suspended.

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	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 . 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 .
Healthy Blue	LAinterPR@HealthyBlueLA.com
Louisiana Healthcare Connections	In order to apply for Provisional credentialing, please complete the standard credentialing packet and label the top as "Provisional Credentialing Request." Submit completed packets to LHC_Provider_Credent@Centene.com .

	If you have questions regarding the Provisional credentialing process please contact: Adam Fruge' at AFRUGE@LOUISIANAHEALTHCONNECT.COM .
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. ○ 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

Home Oxygen
A4615
A4616
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	

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