



(Formerly known as Citrus Valley Independent Physicians [CVIP])

To: PCP & Specialist Offices
From: Citrus Valley Independent Physicians
Date: March 17, 2020
Re: CVIP Contacts

COVID-19 Screening Questions

Below are a list of questions Providers office should ask their patients when screening for potential COVID19 exposure:

- What are your symptoms (fever, cough, shortness of breath and other lower respiratory symptoms)?
- What was the date the symptoms began?
- Have you traveled recently and what were the specific cities or regions visited and when?
- Have you been exposed to anyone who may have COVID-19?
- Is anyone at home positive?

Please refer to the CDC and LA County Public Health for most updated guidance as this situation evolves.

TELEHEALTH ALTERNATIVE

Emanate Health IPA is encouraging the utilization of telehealth for visits that can be conducted via telephone or other audiovisual telecommunications.

Please make note of the following processes regarding telehealth services:

- Existing authorization are valid and do not need to be changed even if services are being provided via telehealth.
- You can request a POS 02 on your authorization, or you can still utilize the authorization for telehealth services even if a different POS was approved. When submitting the claim, please use Place of Service (POS) - 02 with modifier 95.
- ONLY service that are deemed clinically appropriate to provide via telehealth should be provided via telehealth. Only Medicare approved services can be billed via telehealth billing processes. There are exclusions such as treatments, procedures, and other services that cannot be provided via telehealth.
- Telehealth services should utilize the smart phone that have audio and video capabilities. Patients should be able to communicate with Medical Providers via video and phone simultaneously.
- The MD must document the time that have spent with patient via the telehealth alternative.

MEDICAL PROVIDERS ACCESS (during COVID-19 emergency)

We recommend that Providers adhere to LA County Public Health and CDC guidance is regarding how to protect their office staff. We want to remind MD's and Office Staff, that you are responsible to:

- Provide access to speak with the MD or Medical Provider for assigned patients or patients under care.
- Medical Providers are encouraged to use telehealth services as outlined above.
- It is not appropriate to rely on Urgent Cares or the Emergency Department for coverage for your office.

If you have to close your office, please contact Emanate Health IPA by emailing rzepeda@emanatehealth.org. Should your office be closing, please provide the following:

- The reason for closure and duration
- Instructions on how you will manage or cover patients assigned or under care.
- If you are rescheduling non-essential services due to the COVID-19 situation, please ensure your patients are being contacted and notified in advance.
- Lastly, it is up to each Medical Provider to determine the appropriate protocol following CDC and public health guidance regarding COVID-19.

We will continue to provide you updates as we receive from CDC and/or Health Plans. For any questions, please feel free to contact Rafael Zepeda at rzepeda@emanatehealth.org.