

## COVID-19 Update

### Coding of COVID-19 Care

In compliance with state and federal guidance, MVP Health Care® (MVP) **will not apply a cost-share to testing for COVID-19**, including any fees associated with an emergency room (ER) visit, urgent care (UCC), or an office visit to an in-network provider for the purpose of **getting tested for COVID-19**. All tests performed by commercial and hospital labs (i.e., LabCorp and Quest Diagnostics) are included.

In order to identify which claims are related to COVID-19, it is imperative that providers bill the appropriate codes. Claims billed with the following ICD-10 codes in the first position for office, ER, or UCC visits that are for the primary purpose of testing will not apply a cost-share:

- B97.29
- Z03.818
- Z20.828

For COVID-19 testing, lab claims billed with U0001 and U0002 procedure codes will not have a cost-share applied.

If at any point a new code is developed to address the COVID-19 virus, MVP will notify providers and update our policies accordingly.

All fees associated with COVID-19 testing are waived for MVP members across all lines of business except for self-funded plans. Self-funded members should consult directly with their employer to see if their employer has adopted the waived cost-share guidance around COVID-19 testing.

### MVP Preparedness

MVP is dedicated to ensuring all our members and providers continue to receive the care and support they need. MVP has contingency plans to ensure operations are maintained. Our Customer Care Center will remain open during normal business hours to answer member and provider questions, authorizations will be completed, and claims will be processed.

MVP is currently reviewing our policies and procedures to ensure providers are able to provide care to members in the most efficient and safest way possible. Notifications regarding new and revised policies will be sent via FastFax and will be posted at [mvphealthcare.com/PRM](http://mvphealthcare.com/PRM).

### Telemedicine Coverage

CDC is urging providers to consider telemedicine options for their patients. **MVP recently expanded its coverage to allow providers to bill for these services**. Additional information, including coding and billing requirements can be found in the MVP Telehealth Payment Policy\* at [mvphealthcare.com/PRM](http://mvphealthcare.com/PRM).

\*Please note, this policy is currently under review and additional updates will be available shortly.

### Enroll in Electronic Claims Payment

CDC is predicting that businesses may see significant absenteeism. To ensure we can fully support providers and process payments as rapidly and seamlessly as possible, MVP strongly urges any provider not currently registered for electronic claims payment to enroll ASAP. The provider's Tax ID# and NPI, along with a registration code and provider ID# that may be obtained from PaySpan are needed to register by phone at **1-877-331-7154** or at [payspanhealth.com](http://payspanhealth.com).

### Register for Access to Online Provider Account

All providers are strongly encouraged to access their online provider account to check claim status, determine member eligibility and benefits, submit status claim adjustment requests, check prior authorization status, and more. To request access, visit [mvphealthcare.com/ProviderRegister](http://mvphealthcare.com/ProviderRegister). To view a tutorial and reference guide for how to access information in your provider account, visit [mvphealthcare.com/providers/education](http://mvphealthcare.com/providers/education).

To receive future FastFax messages by email, send a request to [MVPFastFax@mvphealthcare.com](mailto:MVPFastFax@mvphealthcare.com).

**Questions?** Contact your MVP Professional Relations Representative or call the MVP Customer Care Center for Provider Services at **1-800-684-9286**.

