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## Provider Newsletter COVID-19 Edition

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Partners Health Plan (PHP) recognizes that COVID-19 poses unprecedented challenges for Developmental Disability Provider Agencies as well as for many of the individuals supported by them. During this time, PHP's primary focus, like many, is to ensure the health, safety and well-being of its members.

Throughout the COVID-19 pandemic, PHP stays committed to keeping the provider community informed. Please take the time to review the below information and share with others at your organization. Please contact PHP Provider Relations with any questions by emailing: [providerrelations@phpcares.org](mailto:providerrelations@phpcares.org).



### The Importance of Using Telehealth

In response to COVID-19, the use of telehealth services to continue to meet PHP members' needs during this crisis is not only permitted but encouraged. The use of telehealth will broaden access to services without the need to travel to an office or facility, potentially risking exposure. During this time, PHP will pay for telehealth services when appropriate as outlined in the guidance below.

**The Centers for Medicare and Medicaid Services (CMS)** recently broadened access to telehealth services. The fact sheet can be found [here](#).

**The Office for People with Developmental Disabilities (OPWDD)** released interim guidance about the use of telehealth during the COVID-19 emergency. This guidance can be found [here](#).

For questions related to the use of telehealth at your organization, please contact: [providerrelations@phpcares.org](mailto:providerrelations@phpcares.org).

For organizations currently using telehealth services, please inform PHP of the following information by emailing [providerrelations@phpcares.org](mailto:providerrelations@phpcares.org) :

- For what specialties are telehealth services being provided?
- What hours are the services available?
- Is the service available to current patients? or the entire community?



### Positive COVID-19 Notifications to PHP Care Manager

OPWDD recently provided notification requirements related to the current COVID-19 pandemic. As with reporting any critical incidents, it is important to ensure that the Care Manager working with the individual is also made aware. PHP requests notification to a member's care manager be made promptly if a member has:

- Tested positive for COVID-19.
- Tested negative for COVID-19.
- Been exposed to someone that tested positive for COVID-19.

Ensuring timely notification will allow the member's Care Manager to ensure any needed supports and services are put in place. If you need to make a notification and are not sure of how to reach the member's Care Manager, the notification can be sent to the Director overseeing the region in which the member lives. A listing of Regional Directors with their contact information can be found [here](#).

For quality of care or incident issues, please also contact Premila Kumar: [pkumar@phpcares.org](mailto:pkumar@phpcares.org)



### PHP Claim Submission for Day Programs

As outlined by the OPWDD [interim billing guidance for day services](#), PHP is ready to accept and pay claims per instructions below:

#### Claim Submission for Retainer Day Payments

Retainer day payments are billed as follow:

- Use existing Provider ID for Day Habilitation, Prevocational and/or Day Treatment services;
- Use existing rate codes for half and/or full units of Day Habilitation, Supplemental Day Habilitation, site-based Prevocational and/or Day Treatment services; and the existing rate code for 15-minute units of community-based Prevocational Services;
- Use existing locator code, and
- Use revenue code: "0180 - Leave of Absence."

Please direct questions to: [providerrelations@phpcares.org](mailto:providerrelations@phpcares.org).



**Do you have questions or concerns related to COVID-19? Please contact Partners Health Plan's Network Development and Provider Relations team at [providerrelations@phpcares.org](mailto:providerrelations@phpcares.org)**

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