

Provider Update

State of Emergency: Coronavirus (Known as COVID-19) in the State of California

Here's what you need to know about COVID-19

The Department of Health Care Services (DHCS) memorandum dated March 16, 2020, is under review. We will communicate out additional information as needed.

On March 4, 2020, Governor Gavin Newsom declared a state of emergency in the state of California due to the spread of COVID-19. On Sunday, March 15, 2020, the Governor's office provided additional guidance through an executive order. California Health & Wellness Plan (CHWP) is providing assistance to members in all counties affected by COVID-19.

COVID-19 alerts page and public health guidance

To obtain the latest updates and guidance on assisting patients and when to take action, visit www.cahealthwellness.com/providers.html where you will see a link to *California Health & Wellness Alerts: COVID-19* in the orange bar.

You can also visit the websites below for more information about COVID-19 and the latest guidance from public health officials:

- California Department of Public Health – www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx
- Centers for Disease Control and Prevention – www.cdc.gov/coronavirus/2019-ncov/index.html
- World Health Organization – <https://www.who.int/health-topics/coronavirus>

Is your office impacted?

If your office or facility is impacted by COVID-19 and this affects your ability to provide services and access to CHWP members, please contact your provider network regional representative **immediately**. If you are affiliated with an independent practice association (IPA), please contact the IPA **immediately**.

Where can members go for COVID-19 testing?

Providers can refer members to their county's public health department at www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx. Additionally, we are aware that Quest Diagnostics and Laboratory Corporation of America started offering COVID-19 tests earlier this week. We expect expansion of such testing capabilities to continue to evolve.

CONTACT INFORMATION



Online Access

www.CAHealthWellness.com

- Secure Access
- Provider Billing manuals
- Provider forms
- Quick reference guides FAQ's
- Secure messaging
- Prior Auth Code Checker Tool
- Clinical guidelines
- California Health & Wellness news
- Member eligibility
- PCP verification
- PCP panel lists
- Submit, inquire, or correct claims
- Submit authorizations or check authorization status



Call Us at

1-877-658-0305

Monday to Friday
8 a.m. to 5 p.m. (PST)



Fax Numbers

Prior Authorizations: 1-866-724-5057
Concurrent Review: 1-855-556-7910
Admissions: 1-855-556-7907
Appeals: 1-855-460-1009
Case Management: 1-855-556-7909



Pharmacy

Involve Pharmacy Solutions – Pharmacy Benefit Manager (PBM)

- PA Fax 1-866-399-0929
- PA Inquiry 1-866-399-0928
- Help Desk 1-855-330-2338

AcariaHealth – Specialty Pharmacy

- PA Fax 1-855-217-0926
- Phone 1-855-535-1815

CHWP Pharmacy Dept – Provider Administered Drugs Requiring PA

- PA Fax 1-877-259-6961
- Phone 1-877-658-0305

Preferred Drug List (PDL) Prior Authorization Form is available at www.CAHealthWellness.com.

Prior authorization and precertification

To ensure members receive the care they need as quickly as possible, CHWP is not requiring prior authorization, precertification, prior notification or step therapy protocols for COVID-19 screening and testing services at this time.

Delegated IPAs

IPAs delegated by CHWP to authorize services related to COVID-19 screening and testing are required to ensure members receive the care they need as quickly as possible by not requiring prior authorization, precertification, prior notification or step therapy protocols for COVID-19 screening and testing services at this time.

Filing claims

The deadline to file claims for providers impacted by COVID-19 will be extended to three months beyond standard filing timelines or the timeline in your *Provider Participation Agreement (PPA)*. Providers may contact the **Provider Services Center** at 1-877-658-0305 for additional guidance on claims extension time frames.

Balance billing

As a reminder, balance billing is strictly prohibited by state and federal law and your *PPA*. Providers may not bill members for any fees related to screening and testing for COVID-19.

Prescription information

Providers should inform their CHWP patients that to obtain an emergency supply of a prescription medication, affected members can return to the pharmacy where the original prescription was filled. In addition, we are waiving prescription refill limits for medically necessary drugs, and relaxing restrictions on home or mail delivery of prescription drugs. If the pharmacy is not open due to the state of emergency, members should call 1-877-658-0305 for questions or assistance.

Coping assistance

CHWP members impacted by COVID-19 may contact CHWP for referrals to mental health counselors, local resources or telephonic consultations to help them cope with stress, grief, loss, or other trauma resulting from COVID-19. For the duration of this state of emergency and its immediate aftermath, affected CHWP members should call 1-877-658-0305.

Telehealth service options

Telehealth service options are under review. Additional information will be distributed at a later time.

Additional information

Depending on how COVID-19 progresses, CHWP may make additional changes to its policies to ensure members have access to necessary health care services. Please refer to www.cahealthwellness.com/providers.html where you will see a link to *California Health & Wellness Alerts: COVID-19* in the orange bar for regular updates.

If you have questions regarding the information contained in this update, contact CHWP at 1-877-658-0305.