March 25, 2020

We understand that many of our members and communities are concerned about the potential impacts of COVID-19 (novel coronavirus). As part of an integrated system, we are fortunate to draw upon the skills and expertise of Intermountain Healthcare as they provide guidance for our communities and other clinical partners.

At SelectHealth, our current policies are designed to ensure that our members' needs are met in the most seamless and efficient ways possible. We also utilize agile processes to address emerging and changing needs when appropriate.

Here are the highlights of what you need to know today about interim policies, accessing updates online, how SelectHealth is supporting your patients, and links to important online resources.

**Claims Processing**

SelectHealth understands the importance of efficient claims processing for your business and operations. We are currently processing 96% of claims submitted within 15 days and 99.4% within 30 days.

To address the extremely high claims submissions we are currently experiencing, our staff is working on a mandatory overtime basis to maintain the most responsive turnaround times possible. To help us with this, please remember to verify status of claims your practice has submitted in the Provider Benefit Tool on the SelectHealth Provider Portal rather than submitting duplicate claims. Duplicate claims tend to clog the system and slow payment for everyone.

**Need access to the Provider Portal or help getting started with the Provider Benefit Tool?**

- Visit the Provider Benefit Tool Contact Us page.
- Review the Provider Benefit Tool FAQs.

**Clarifications:**

**For COVID-19 testing and treatment coverage:**

- Utah Medicaid requirements allow for all COVID-19 related testing and treatment with no member copays.
- We encourage members on Individual and Family plans, Large/ Small Employer plans, or FEHB to seek treatment in-network. Intermountain Connect Care, office visits, urgent care (such as Intermountain InstaCare), or services from the Department of Health for COVID-19 related services are covered with no deductibles, copays, or coinsurance. For those with out-of-network benefits, cost-sharing for the above services will also be waived.

**For non-opioid prescription refills:** Members can refill all 30-day medications when 60% finished. Regular copay/coinsurance is still required.

**For CHIP telehealth coverage:** Like commercial plans, CHIP coverage includes synchronous (live audiovisual feed) telehealth visits for evaluation and management as well as behavioral health services for all participating providers.

**Member Services Phone Hours**

Effective March 30, 2020, Member Services phone lines hours will be Monday-Friday:

- For Commercial/Medicaid/CHIP/Rx Help Desk: 8:00 am to 5:00 pm
- For Medicare: 8:00 am to 8:00 pm

**Access All Provider Updates and Related Resources Online**

Access copies of all COVID-19 Provider Updates and related resources from either selecthealthphysician.org or the Provider Portal. We will regularly post provider-specific updates and reference materials in these locations. **NOTE:** Please check the “Clarifications” section in each new update for information that may have changed from the previous edition.
How We are Supporting Your Patients

SelectHealth is educating members about the proper way to triage concerns. This includes:

- Visiting CDC.gov/coronavirus or intermountainhealthcare.org for detailed information about COVID-19.
- Encouraging members to contact their primary care provider where appropriate.
- Encouraging members to contact the COVID-19 Hotline at 844-442-5224. A registered nurse is available 24/7 to answer medical questions and discuss needed care.
- Utilizing Connect Care to be screened by a provider using a smartphone, tablet, or computer.

We are also:

- Offering Intermountain Healthcare community screening and testing locations in the most affected communities. Find a list of locations and note that:
  - There are limited in-person screenings available at select locations.
  - These locations will screen for possible testing while members remain in their vehicle.
  - Not all people screened (over the phone or in person) will be tested. Testing is only recommended for those who meet certain criteria set by the Utah State Department of Health and Intermountain Healthcare.
- Applying urgent and emergency benefits to members who are located in or sent to a medical facility in another state for quarantine.
- Working closely with members who have chronic conditions to ensure they are supported in getting care that avoids exposure to the virus and have adequate supplies of their medications.
- Promoting a new service developed by Intermountain Healthcare: the COVID-19 Symptom Checker.
- Directing members in surrounding states to the following resources:
  - Idaho members can visit the state website https://coronavirus.idaho.gov. They will be directed to their healthcare provider or to call 2-1-1 to be connected to their public health district. They also call the St. Luke’s Health System COVID-19 Hotline at 208-381-9500 or visit https://www.stlukesonline.org/.
  - Nevada members can visit https://p3hp.org/coronavirus/ and https://nvhealthresponse.nv.gov/ for more information.

Online COVID-19 (Novel Coronavirus) Resources

- Centers for Disease Control and Prevention (CDC)
- Utah Health Department
- Idaho Department of Health and Welfare
- Nevada Department of Health and Human Services
- World Health Organization (WHO)
- SelectHealth Resources
- Intermountain Healthcare Public COVID-19 Information Site
- Intermountain Healthcare Provider Coronavirus (COVID-19) Updates

DISCLAIMER:
The information and updates contained in this communication reflect current knowledge and policy for the date indicated. Information evolves on a day-to-day basis during the COVID-19 pandemic. SelectHealth will provide updates with additional information as it becomes available from providers, state officials, federal officials, etc.