SelectHealth Provider Update:
COVID-19 (novel coronavirus)

April 9, 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.

Here’s important information about federal and state programs for COVID-19 small business relief, community testing sites, a new Emotional Health Relief Hotline, and clarifications.

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

> For Commercial/Medicaid/CHIP (800-538-5038):
  8:00 am to 5:00 pm
> For Medicare ONLY (855-442-9900):
  8:00 am to 8:00 pm

Note that Pharmacy Services (800-442-3129) hours are weekdays, from 7:00 a.m. to 8:00 p.m., and Saturday from 9:00 a.m. to 3:00 p.m. regardless of line of business.

Small Business COVID-19 Relief Resources

Federal Programs
As part of the Coronavirus Preparedness and Response Supplemental Appropriations Act, the Small Business Administration (SBA) is offering the following relief programs (click on the blue type for details about each program):

> Economic Injury Disaster Loans (EIDL) for businesses with fewer than 500 employees. These low-interest loans offer quick access to advances of up to $10,000 and feature interest deferment for 4 years.
> Paycheck Protection Program (PPP), a loan program to help employers keep workers on the payroll. SBA will forgive loans if all employees are kept on the payroll for 8 weeks and the money is used for payroll, rent, mortgage interest, or utilities.
> Express Bridge Loan program, a pilot program allowing SBA Express Lenders to provide expedited SBA-guaranteed financing (up to $25,000) for eligible small businesses, while they apply for and await long-term financing.
> SBA Debt Relief, which allows for automatic SBA payment of principal, interest, and fees for 7(a), 504, and microloans under certain conditions.

Note that businesses can be eligible to receive both the EIDL and the PPP loans if the loans are for different expenses. Refinancing options are also available if a business already has an EIDL loan.

Access more information as follows:

> U.S. Senate Committee on Small Business and Entrepreneurship: The Small Business Owner’s Guide to the CARES Act
> Fact Sheet: Keeping American Workers Paid and Unemployed Act
> CDC Press Release: Trump Administration Provides Financial Relief for Medicare Providers

Utah State Programs
Utah-based small businesses with 50 or fewer employees impacted by the COVID-19 pandemic may apply for a new bridge loan program offered by the Utah Governor’s Office of Economic Development (GOED).

The Utah Leads Together Small Business Bridge Loan program uses approximately $8 million in repurposed state economic development funds. Additionally, the Utah Department of Workforce Services has contributed $500,000 to the program. Here are the highlights:

> Loan amounts range from $5,000 to $20,000
> 0% interest for up to a 60-month period
> Loans cannot exceed 3 months of demonstrated operating expenses
> Loan payments are deferred for 12 months
> GOED will use at least 25% of the program funds to support rural Utah businesses.
Free Emotional Health Relief Hotline

On April 8, 202, Intermountain Healthcare launched a new Emotional Health Relief Hotline for Utah health professionals and the community. The hotline is a free resource for those seeking emotional health guidance during these uncertain times. This service is available seven days a week, from 10:00 am to 10:00 pm. at 833-442-2211. Interpretation services are available.

Callers are connected with a trained caregiver who can provide appropriate self-care tools, peer supports, treatment options, crisis resources, and more.

This hotline has been developed in close collaboration with state partners, including the Department of Human Services and the University of Utah Health’s UNI Crisis Line.

Clarifications

**Postponed clinic visits and office-based procedures:** Recommendations include using telehealth to provide a number of non-essential services. Members are being advised to contact their individual provider’s office with questions about:

- **Clinic visits and office-based procedures.** Telehealth options are available to address routine and preventive visits. Members can choose to postpone their visit to a later date or keep the scheduled visit/procedure based on their provider’s technology provisions.
- **Respiratory therapy services.** Elective respiratory therapies and procedures are typically postponed.
- **Intermountain imaging and laboratory.** Services have been postponed for non-urgent diagnostic testing effective March 23, 2020.

- **Pediatrics.** For children younger than age 5, we recommend keeping scheduled well-child visits to maintain immunization schedules.
- **Seniors.** Because seniors are a high-risk population, many providers are postponing their routine and annual wellness visits and working on other approaches to provide preventive care.

**Essential services that continue to be provided in person:** Dialysis services (where possible patients will be transitioned to home dialysis), immunizations, pharmacy services, and wound care services will continue in person.
Update on COVID-19 Testing Sites

Members who believe they have been exposed to COVID-19 and have mild-to-moderate symptoms can use the symptom checker at intermountainhealthcare.org or call the COVID-19 Hotline at 844-442-5224. A healthcare professional will screen members for COVID-19. If testing is appropriate, they will provide information on testing options and availability.

Intermountain Healthcare offers community testing in approximately 20 locations across our service areas in hopes of targeting the most affected communities. Access a list of testing locations available for all community members, regardless of whether or not they have an order. Please note the following:

> **Testing for those who arrive with an order for a test:** Testing sites will collect samples. (Orders are issued to those who have called the COVID-19 Hotline prior to their arrival.)

> **Screening for those who arrive without an order for a test:** Test site staff will ask screening questions; they will also test those who meet screening qualifications for certain symptoms through a nasal or mouth swab.

Both screening and testing at these locations take place while the person remains in their vehicle.

Who should be tested?
To preserve capacity in labs within the state for processing specimens and to manage patient volumes at community testing sites, testing is only recommended for those who meet certain criteria set by the Utah State Department of Health and Intermountain Healthcare. As such, please note:

> Not everyone screened (over the phone or in person) will be tested.

> Everyone should first use the online symptom checker and COVID-19 Hotline (844-442-5224) to learn if they should be tested. When calling, members are connected with medical professionals through the Hotline or Connect Care for assistance. If invited to visit a site for a test, members will be directed to their preferred testing location.

Where should I refer members in surrounding states?
Refer members in Idaho to:

> [Idaho Department of Health and Welfare](https://www.idahohealth.gov): Members will be directed to their healthcare provider or to call 2-1-1 to be connected to their public health district.


Refer members in Nevada to:

> [Nevada Health Response](https://nevadahealthresponse.gov/

> [P3 Health Partners](https://p3healthpartners.org)

**Before visiting an urgent care clinic, provider’s office, or the Emergency Room, members should call their primary care provider or visit CDC or Intermountain Healthcare websites for information. Members can also learn more about general benefit information online.**

**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.