SelectHealth Provider Update: COVID-19 (novel coronavirus)

July 19, 2021

We understand that many of our members and communities continue to be concerned about the potential impacts of COVID-19 (novel coronavirus). Here are important reminders about benefit changes effective September 1, 2021, expanded behavioral health resources, and changes to Intermountain testing sites and hotline support.

Changes in COVID-19 Treatment Benefits

As of September 1, 2021, member cost sharing (copays, coinsurance, and deductibles) will apply to treatment related to COVID-19. Testing and vaccination related to COVID-19 will still be covered 100% with an in-network or out-of-network provider. Review the following FAQs for more information:

**Q:** What treatment benefits are changing?

**A:** All treatment related to COVID-19 including services, such as outpatient, inpatient, and office visits.

**Q:** When will these benefit changes take place?

**A:** Benefits for dates of service on or after September 1, 2021, will be impacted.

**Q:** How is treatment covered for in-network vs. out-of-network providers?

**A:** Treatment for COVID-19 is covered according to plan benefits on all plans when received by an in-network provider or when it’s an emergency service provided by an out-of-network provider. If the member’s plan has out-of-network benefits and they see an out-of-network provider for non-emergency COVID-19 treatment, their plan out-of-network benefits apply.

**Q:** What if a member is in the middle of COVID-19 treatment when this change occurs?

**A:** If a member is in the middle of COVID-19 treatment that overlaps the September 1 effective date, SelectHealth will split claims to apply to the appropriate benefits.

Claims prior to September 1, 2021, will be covered 100%—anything after will apply to member cost-sharing according to the plan benefits.

**Q:** How are telehealth services for COVID-19 impacted?

**A:** Telehealth visits for COVID-19 assessment will still be covered 100%. Any subsequent treatment related to COVID-19 will apply to regular benefit cost sharing (copays, coinsurance, and deductibles).

**Q:** Have SelectHealth members been advised of these changes?

**A:** Throughout June, members on commercial plans in Utah and Nevada received the postcard shown above announcing these changes and providing an [online link](https://selecthealth.org/covidcoverage) to learn more. Idaho members will be notified later this year.

**Questions about member COVID-19 benefits?** Contact Member Services at 800-538-5038.

Expanded Behavioral Health Resources for Everyone

**Intermountain Healthcare’s Emotional Health Relief Hotline (833-442-2211):** A team of caregivers take calls from 7:00 a.m. to 7:00 p.m. MST daily. Through this hotline, anyone can access behavioral health treatment and start navigating available tools, services, and resources to support mental health and wellbeing. Caregivers conduct a short assessment to help the caller navigate pathways to appropriate tools and resources, from immediate crisis services to long-term options.

**Connect Care Behavioral Health (833-442-2670):** Telemedicine treatment for mild-to-moderate behavioral health conditions via access to a psychiatric nurse practitioner (by appointment, daily from 7:00 a.m. to 7:00 p.m. MST).

**NOTE:** There is a $0 copay for those insured through most SelectHealth plans.

* There is variability in this date for some self-funded groups.
Changes in Intermountain Curbside Testing and Hotline

Intermountain Healthcare has performed more than 1.2 million COVID-19 tests over the last 15 months. Because case counts continue to decline and vaccines are widely available, Intermountain is transitioning its community-facing COVID-19 testing to a more routine medical model.

All curbside testing sites and the COVID Hotline closed on July 2, 2021.

What this means for you and your patients:

- Intermountain will continue to offer COVID-19 testing for symptomatic patients seen in our InstaCares and emergency departments or through a Connect Care or Medical Group clinic visit.
- The process remains unchanged for patients who are having a procedure at an Intermountain location. Procedure staff will coordinate ordering COVID-19 tests per established protocols. The patient will receive a QR code and directions on where to pick up and drop off their specimen.
- Affiliated physicians and APPs can get lab client services from Intermountain Laboratory Services. Email mandy.anderson@imail.org to learn more.
- Individuals who require a test for travel or other asymptomatic reasons should access tests at retailers like CVS, Walmart, Walgreens, and Costco. Local health departments and their testing partners continue to provide testing options as well. For unique travel circumstances related to testing, a patient may also contact their provider or Connect Care to obtain an order for a test.
- For a short time, the COVID Hotline will provide a recorded message that will direct patients to where they can receive both testing and vaccination information.

To learn more, contact either:

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  OR
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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.