NC MEDICAID COVID-19 SUPPORT FOR BENEFICIARIES & PROVIDERS: APRIL 24-MAY 11, 2020

Below is a summary of information NC Medicaid has released and links to more detail. If you prefer to read releases as they are distributed to providers and other stakeholders, please visit the NC Medicaid website's Medicaid Bulletin page and select "COVID-19" from the drop-down list of categories. You can also visit the NC Medicaid COVID-19 Guidance and Resources page for more beneficiary and provider information, including federal requests and approvals.

Federal Plan and Waiver Flexibilities Requests and Approvals; State Legislation

- Approval letter NC Health Choice (CHIP) State Plan Amendment (April 24, 2020)
- Appendix K 2nd Wave - NC Innovations Waiver (April 30, 2020; under review by CMS)
- Appendix K 2nd Wave - NC TBI Waiver (April 30, 2020; under review by CMS)
- SPECIAL BULLETIN COVID-19 #85: New Legislation Extends Connection Date to State Health Information Exchange - NC Health Connex (May 8, 2020). All providers required to connect and submit data by June 1, 2020, according to House Bill 70/Session Law 2019-23, have been granted an extension and shall begin submitting demographic and clinical data by Oct. 1, 2021.

Beneficiary Support

- Letter to Medicaid beneficiaries about COVID-19, temporary changes in Medicaid and available resources: English | Spanish.
- Video about the benefits of using telehealth to stay healthy: Why Telehealth in COVID-19? (2:53) 1-minute version.
- Flyer on telehealth basics, such as how telehealth can help avoid exposure to COVID-19; types of health care services available through telehealth; and how beneficiaries can talk with their doctor about a telehealth appointment: English | Spanish.

Provider Support – Business Operations

- Reference Table of Key Federal Funding Available for Health Care Providers and Hospitals (updated April 29, 2020). NC Medicaid gathered the federal stimulus packages enacted by Congress and organized the information by available funding, funding opportunity and eligible provider types. The chart includes the action providers need to take to benefit from the package and where to find more information. This document is accompanied by SPECIAL BULLETIN COVID-19 #56: Key Federal Funding Available for Health Care Providers and Hospitals.
- SPECIAL BULLETIN COVID-19 #88: Additional Temporary Rate Increases for Skilled Nursing Facilities, LTSS Personal Care Service Providers and Home Health Providers to support Strengthening Infection Prevention Activities (May 11, 2020). NC Medicaid continues to provide support to Skilled Nursing Facilities (SNF) and Personal Care Services (PCS) and Home Health (HH) providers to strengthen their infection prevention and management activities as they serve beneficiaries at high risk of contracting COVID-19.
- SPECIAL BULLETIN COVID-19 #82: Expedited Hardship Advances and Retroactive Targeted Rate Increases for Skilled Nursing Facilities and Adult Care Homes Serving COVID-positive Patients (May 6, 2020). NC Medicaid is directing increased financial assistance to North Carolina Skilled Nursing Facilities (SNF) and Adult Care Homes (ACH) to support addressing the increased costs of caring for COVID positive (COVID+) residents in a congregate care setting. This Bulletin replaces Bulletin #68.

- SPECIAL BULLETIN COVID-19 #80: NC Medicaid Temporarily Increasing Flexibility and Reimbursement Rates for Primary and Specialty Care Providers (May 1, 2020). NC Medicaid is temporarily adding Telemedicine and Telepsychiatry Clinical Coverage Codes for Specialty Providers and increasing reimbursement rates for telephonic visits and primary care medical home per member per month (PMPM) fees.
- SPECIAL BULLETIN COVID-19 #74: NC Medicaid Temporarily Increases Rates for Federally Qualified Health Centers and Rural Health Clinics (April 30, 2020). NC Medicaid is temporarily increasing financial assistance to Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs) to support them in maintaining critical access to care for Medicaid beneficiaries during the COVID-19 emergency.

Provider Support – Delivering Services

- SPECIAL BULLETIN COVID-19 #87: Additional Dental Clinical Coverage Policy Provisions (May 11, 2020). In response to the recent recommendations by the Centers for Disease Control (CDC) regarding the delay of aerosolizing dental treatment during the onset of the COVID-19 pandemic, NC Medicaid is implementing temporary clinical policy revisions that will allow dentists to provide additional services to Medicaid and NC Health Choice beneficiaries.
- SPECIAL BULLETIN COVID-19 #83: Title II Americans with Disabilities Act (ADA) and Section 504 Rehabilitation Act (RA) Protections during the COVID-19 Pandemic (May 6, 2020). A reminder to all Medicaid providers that during COVID-19, federal law continues to require compliance with the Americans with Disabilities Act (ADA) and Rehabilitation Act, which includes providing reasonable accommodations for people living with disabilities.
- SPECIAL BULLETIN COVID-19 #81: Hospice Clinical Coverage Policy: Changes due to CMS Amendment and Other Flexibilities (May 4, 2020). Due to a CMS amendment of 42 CFR 440.70 through an Interim Final Rule including two policy changes affect Medicaid hospice services due to COVID-19.
- SPECIAL BULLETIN COVID-19 #73: Personal Care Services Telephonic Assessments Update (April 30, 2020). NC Medicaid's first temporary policy modification has been rescinded. Effective May 1, 2020, NC Medicaid resumed use of the full assessment for all initial requests. SPECIAL BULLETIN COVID-19 #30: Personal Care Services Assessments, published March 31, 2020 indicated the use of the mini assessment for initial requests, which has been utilized until this point. Use of the full assessment will allow providers to complete service plans as required per PCS Clinical Coverage Policy 3L. All assessments will remain telephonic.
- SPECIAL BULLETIN COVID-19 #72: Additional Home Health Clinical Coverage Policy Provisions (April 30, 2020). Home health services also were affected by the CMS amendment of 42 CFR 440.70.
- SPECIAL BULLETIN COVID-19 #71: Extension of Temporary Suspension of Level I and Level II Assessments for New Nursing Home Admissions (April 30, 2020). NC Medicaid has extended its temporary suspension of the Level I and Level II Preadmission Screening and Resident Reviews (PASRRs) requirement for new nursing home admissions and the requirement of a PASRR number on the prior approval, originally scheduled to expire April 24, 2020.
- SPECIAL BULLETIN COVID-19 #70: Addition of Mailing and Delivery Fees to Retail Pharmacy Claims (April 30, 2020). Prescriptions for Medicaid and NC Health Choice beneficiaries are eligible for the addition of a mailing or delivery fee via the guidelines below. NC Medicaid encourages beneficiaries to request, and pharmacy providers to mail or deliver prescriptions to beneficiaries, during the COVID-19 pandemic to achieve better social distancing within their community.

Provider Support – Delivering Services through Telehealth and Virtual Patient Communication

- NC Medicaid Telehealth Billing Code Summary (May 11, 2020). Billing codes for 24 types of telehealth services are included in one document for easy reference by providers' billing teams.
- Guidelines for Health Care Providers: Video-based Accessibility for Deaf and Hard of Hearing Patients (April 28, 2020). Options available to provide telehealth services to patients who are deaf or hard of hearing, developed by a coalition of consumer advocacy organizations and provided by the Division of Services for the Deaf and Hard of Hearing (DSDHH).
- NC Medicaid has temporarily modified its Telemedicine and Telepsychiatry Clinical Coverage Policy to better enable the delivery of remote care for numerous services:
    - SPECIAL BULLETIN COVID-19 #86: Telehealth and Virtual Patient Communications Clinical Policy Modifications - Family Planning Services for MAFDN Beneficiaries (May 11, 2020).
    - SPECIAL BULLETIN COVID-19 #84: Telehealth and Virtual Patient Communications Clinical Policy Modifications – Maternal Support Services Provided by Local Health Departments (May 7, 2020).
    - SPECIAL BULLETIN COVID-19 #79: Telehealth and Virtual Patient Communications Clinical Policy Modifications – Skilled Nursing Facilities (May 1, 2020).
    - SPECIAL BULLETIN COVID-19 #78: Telehealth and Virtual Patient Communications Clinical Policy Modifications – Hybrid Telemedicine with Supporting Home Visit (May 1, 2020).
    - SPECIAL BULLETIN COVID-19 #77: Telehealth and Virtual Patient Communications Clinical Policy Modifications – End Stage Renal Disease Services (May 1, 2020).
    - SPECIAL BULLETIN COVID-19 #76: Telehealth and Virtual Patient Communications Clinical Policy Modifications - Behavioral Health Service Flexibilities – (b)(3) Services (May 1, 2020).
    - SPECIAL BULLETIN COVID-19 #75: Telehealth and Virtual Patient Communications Clinical Policy Modifications - Behavioral Health Service Flexibilities – Innovations and TBI Waivers Appendix K and Developmental Disability State Funded Benefit Plans (May 1, 2020).