

# COVID-19

## Resource Document

### NEBRASKA

NEBRASKA  
HEALTH  
NETWORK



Nebraska Health Network assembled this growing list of resources for you and your patients. This list includes resources from our payers and data extracted from the new Community Relay website. [Community Relay](#) is a social care network that enables users to search for free or reduced cost services like food, job training, legal services and more.

In addition, we have a dedicated [patient-resource library](#) filled with educational materials to help patients track their medications, record their blood pressure, manage chronic conditions and more. Materials can be viewed online or downloaded and emailed directly to patients.



Visit **COMMUNITYRELAY.AUNTBERTHA.COM** for additional listings

Visit  
**NEBRASKAHEALTHNETWORK.COM/PATIENTRESOURCES**  
for the NHN's patient library

## Social Determinants of Health

### Food Assistance

#### U.S. Department of Agriculture Food Assistance Program

##### Serves:

- Anyone in need

##### Website:

[bit.ly/3awYYVh](http://bit.ly/3awYYVh)

##### Hours:

M - F • 7 a.m. - 4 p.m.

##### Information

Free federal program that helps supplement the diets of low-income Americans at no cost

#### Food Pantry

##### All Saints Episcopal Church (mobile)

##### Serves:

- Anyone in need
- All ages

##### Website:

[allsaintsomaha.org/pantry](http://allsaintsomaha.org/pantry)

##### Hours:

Saturday • 9 a.m. - 11 a.m.  
Operates every 4<sup>th</sup> Saturday

##### Clair Memorial United Methodist Church

##### Serves:

- Anyone in need
- All ages

##### Website:

[cmumc.net](http://cmumc.net)

##### Hours:

Saturday • 10 a.m. - 2 p.m.  
Operates every 3<sup>rd</sup> Saturday

##### Intercultural Senior Center

##### Serves:

- Seniors 50+

##### Hours:

M - F • 8 a.m. - 5 p.m.

##### Phone:

402-444-6529

#### Meal Distribution

##### NorthStar Foundation

##### Serves:

- Anyone in need
- All ages

##### Website:

[northstar360.org](http://northstar360.org)

##### Hours:

M - F • 4 p.m. - 6 p.m.

##### Meals on Wheels by Eastern Nebraska Office on Aging

##### Serves:

- Seniors 60+

##### Website:

[enoa.org/?page\\_id=27](http://enoa.org/?page_id=27)

##### Hours:

M - F • 8 a.m. - 5 p.m.

##### Phone:

402-444-6766

#### Grocery Reimbursement

##### Expensify

##### Serves:

- Adults 18+
- Families with children
- Benefit recipients
- Low-income

##### Website:

[expensify.org/hunger](http://expensify.org/hunger)

#### Shopping Angels

##### Serves:

- Seniors 60+
- Adults 18+ with impaired immune systems
- Chronic Illness Patients

##### Hours:

M - F • 10 a.m. - 7 p.m.

##### Website:

[bit.ly/39noOK4](http://bit.ly/39noOK4)

### HealthWell Foundation

Serves:

- All ages
- Chronic illness
- Low-income
- In crisis

Website:

[bit.ly/3bjZE09](http://bit.ly/3bjZE09)

Phone:

800-675-8416

Hours:

M - F: 8 a.m. - 4 p.m.

Information: Provides financial assistance for food, health care and prescriptions assistance.

### Nebraska Department of Labor

Serves:

- Adults 18+
- Anyone in need

Website:

[bit.ly/2QWBCAG](http://bit.ly/2QWBCAG)

Hours:

M - F: 8 a.m. - 5 p.m.

Information: Unemployment benefits providing temporary financial assistance to workers who are unemployed through no fault of their own and meet NE eligibility requirements

### Utility Assistance

#### Black Hills Energy

Serves:

- Anyone in need
- All ages

Website:

[bit.ly/3afnslL](http://bit.ly/3afnslL)

Phone:

888-890-5554

Information: Temporarily suspending non-payment disconnections

#### Metropolitan Utilities District (MUD)

Serves:

- Anyone in need
- All ages
- Individuals
- Families

Website:

[mudomaha.com/node/5359](http://mudomaha.com/node/5359)

Phone:

800-732-5864

Hours:

M - F: 8 a.m. - 5 p.m.

#### Omaha Public Power District (OPPD)

Serves:

- Anyone in need
- All ages

Website:

[bit.ly/2QEoxf3](http://bit.ly/2QEoxf3)

Phone:

877-536-4131

Information: Temporarily suspending non-payment disconnections

#### NorthWestern Energy

Serves:

- Anyone in need
- All ages

Website:

[northwesternenergy.com](http://northwesternenergy.com)

Phone:

800-245-6977

Information: Temporarily suspending non-payment disconnections

### Housing

#### United Way of the Midlands

Serves:

- All Ages
- Home owners/renters

Website:

<https://bit.ly/2WEDAcB>

Hours:

Open 24 hours

### Internet and Phone

#### AT&T

Serves:

- Adults 18+

Website:

[soc.att.com/2QIUJJs](http://soc.att.com/2QIUJJs)

Phone:

800-288-2020

Information: Financial assistance for internet or phone services

#### Charter Communications

Serves:

- Adults 18+

Website:

[bit.ly/2UrzDoW](http://bit.ly/2UrzDoW)

Phone:

844-488-8395

Information: Financial assistance for internet or phone services

#### Comcast

Serves:

- Adults 18+

Website:

[corporate.comcast.com/covid-19](http://corporate.comcast.com/covid-19)

Information: Financial

assistance for internet or phone services

#### Cox Communications

Serves:

- All ages

Website:

[bit.ly/3biHN9Y](http://bit.ly/3biHN9Y)

Phone:

402-933-3000

Information: Financial assistance for internet or phone services

#### Sprint

Serves:

- Adults 18+

Website:

[sprint.co/2xVRGvM](http://sprint.co/2xVRGvM)

Phone:

888-211-4727

Information: Financial assistance for internet or phone services

#### T-Mobile

Serves:

- Adults 18+

Website:

[t-mo.co/2xio3ok](http://t-mo.co/2xio3ok)

Information: Financial

assistance for internet or phone services

#### U.S. Cellular

Serves:

- Adults 18+

Website:

[uscellular.com/covid-19](http://uscellular.com/covid-19)

Phone:

800-944-9400

Information: Financial assistance for internet or phone services

#### Verizon

Serves:

- Adults 18+

Website:

[vz.to/3bi6YJN](http://vz.to/3bi6YJN)

Phone:

800-922-0204

Information: Financial assistance for internet or phone services

## Medication Assistance

### HealthWell Foundation

Website:  
[healthwellfoundation.org/fund/covid-19-fund/](https://healthwellfoundation.org/fund/covid-19-fund/)

### The Assistance Fund:

Website:  
[tafcares.org/program-listing/](https://tafcares.org/program-listing/)

### CVS Prescription Delivery

Serves:  
• Anyone in need  
• All ages

Hours:  
M - F: 7 a.m. - 4 p.m.

Website:  
[bit.ly/39AJwX6](https://bit.ly/39AJwX6)

### Patient Services, Inc.:

Website:  
[patientservicesinc.org/patients/types-of-assistance](https://patientservicesinc.org/patients/types-of-assistance)

### Patient Advocate Foundation:

Website:  
[copays.org/providers/](https://copays.org/providers/)

### Walgreens

Serves:  
• Anyone in need

Hours:  
7 days a week: 9 a.m. - 9 p.m.

Information: Waiving delivery fees for all eligible prescriptions and drive thru pharmacy access

Website:  
[vz.to/3bi6YJN](https://vz.to/3bi6YJN)

## Mental Health & Substance Abuse

### Disaster Distress Helpline by Substance Abuse and Mental Health Services Administration (SAMHSA)

Serves:  
• Anyone in need  
• All ages

Phone:  
800-985-5990

Website:  
[bit.ly/3aitwtO](https://bit.ly/3aitwtO)

Hours:  
M - F: 7 a.m. - 4 p.m.

Information: Provides counseling, system navigation and a help hotline

### National Alliance of Mental Illness (NAMI)

Serves:  
• Anyone in need  
• All ages

Phone:  
800-950-6264

Website:  
[bit.ly/3dkJcyC](https://bit.ly/3dkJcyC)

Hours:  
M - F: 9 a.m. - 5 p.m.

Information: Provides mental health services, system navigation and help hotlines

### Alcoholics Anonymous (AA)

Serves:  
• Adults 18+  
• Persons with alcohol dependency

Hours:  
M - F: 7 a.m. - 4 p.m.

Information: Provides addiction and recovery support services, 12-step program, support groups and virtual support.

Website:  
[bit.ly/2y3FLwa](https://bit.ly/2y3FLwa)

### Narcotics Anonymous

Serves:  
• Adults 18+  
• Persons with substance dependency

Hours:  
M - F: 10 a.m. - 7 p.m.

Information: Provides addiction and recovery support services, 12-step program, support groups and virtual support.

Website:  
[bit.ly/33N10OE](https://bit.ly/33N10OE)

### The National Domestic Violence Hotline

Serves:  
• Anyone in need

Phone:  
800-799-7233

Hours:  
Open 24/7

Website:  
[thehotline.org](https://thehotline.org)

Information: Provides lifesaving tools & immediate support to empower victims, survivors and their families to find safety & live free of abuse.

### Optum Public Crisis Line

Serves:  
• Anyone in need

Phone:  
866-342-6892

Website:  
[bit.ly/2UtZ2Q9](https://bit.ly/2UtZ2Q9)

Hours:  
Open 24/7

### Shine

Serves:  
• Anyone in need

Hours:  
M - F: 7 a.m. - 4 p.m.

Website:  
[virusanxiety.com](https://virusanxiety.com)

Hours:  
Open 24/7

### Sanvello Health, Inc.

Serves:  
• Adults 18+ with depression and anxiety

Hours:  
M - F: 8 a.m. - 5 p.m.

Website:  
[bit.ly/2QU9Fcz](https://bit.ly/2QU9Fcz)

Information:  
Free premium access to our digital care delivery platform to anyone impacted by COVID-19 for the duration of the crisis, offering on-demand mindfulness and cognitive behavioral therapy-based self-care strategies.

## Transportation

### Frontier Airlines

Serves:

- Adults 18+

Phone:

801-401-9000

Website:

[bit.ly/2UvzNf1](http://bit.ly/2UvzNf1)

Information: Financial assistance for flights

### U-Haul

Serves:

- Adults
- Students

Phone:

800-468-4285

Website:

[bit.ly/3biPvkq](http://bit.ly/3biPvkq)

Information: Financial assistance for storage & school

### Enterprise Rental

Serves:

- Adults 18+

Phone:

855-266-9289

Website:

[bit.ly/3dkLCNI](http://bit.ly/3dkLCNI)

Information: Financial assistance for transit and transportation

### Transit Authority of the City of Omaha - Metro

Serves:

- All Ages

Phone:

402-341-0800

Website:

[bit.ly/3aBfV12](http://bit.ly/3aBfV12)

Hours:

- Sunday 7:30 a.m. – 6 p.m.
- M - F 6 a.m. - 7 p.m.
- Saturday 7:30 a.m. – 7 p.m.

Information:

Offering free bus fares for bus and paratransit services and encouraging riders to use the back bus doors to limit exposure to drivers. Metro is discouraging all non-essential travel on bus and MOBY services.

## Payer Information

Information subject to change. Valid as of 3/30/2020.

### Aetna • MA

- Aetna is waiving co-pays and applying no cost-sharing for all diagnostic testing related to COVID-19. This policy covers the cost of a physician-ordered test and results.
- Aetna MA will cover minor acute E/M services for the next 90 days via telephone - a visual connection is not required.

### Blue Cross Blue Shield • ACO Commercial

- Appropriate medically necessary diagnostic testing for COVID-19 will be paid without member cost share for all members.
- BCBS will waive early medication refill limits on 30-day prescription maintenance. Patients will not be liable for additional charges for non-preferred medications if medication is not available due to shortage or access issues.
- Effective 3/16/2020, all telehealth visits from providers will be paid with no member cost share until further notice.
- Link to resources for BCBS members: [www.nebraskablue.com/coronavirus](http://www.nebraskablue.com/coronavirus)

### Blue Cross Blue Shield • MA

- U0001, U0002 and Lab 87635 will pay without cost share/copay when billed with proper COVID-19 codes
- Member communication link: [newsroom.nebraskablue.com](http://newsroom.nebraskablue.com)
- Member registration and coupon link: [www.nebraskablue.com/Member-Services/Find-A-Doctor/Telehealth?](http://www.nebraskablue.com/Member-Services/Find-A-Doctor/Telehealth?)
- Telehealth member brochure: [bit.ly/2Ue4Ugn](http://bit.ly/2Ue4Ugn)

### Bright Health • IFP/MA

- The COVID-19 diagnostic test is included with preventative care, at no cost to members
- Early medication refills are authorized for members impacted by the outbreak.
  - Medicare Advantage call: 833-665-5346
  - Individual Family Plans call: 833-661-1988
- Transportation: Non-emergent transportation available to all members. Ride limits are waived for non-emergency visits to-and-from the doctor.
- Created a blog for members with comprehensive information about COVID-19, a list of resources, health precautions, an update to coverage is available at: [bit.ly/3blUhOe](http://bit.ly/3blUhOe)

## **Humana • MA**

- Humana MA is waiving member cost share for COVID-19 testing and urgent care telemedicine visits.  
*Do not collect payments from Humana MA, Medicaid and Commercial patients for these services.*

## **Medicare**

- Medicare can pay for office, hospital and other visits furnished via telehealth across the country and including in patient's places of residence starting 3/6/2020.
- As of right now, all deductibles and coinsurance still apply to inpatient stays under part A.
- Overall only waiving co-pay with testing. Not currently waiving deductibles/coinsurance for treatment, medications or procedures.

## **Medica**

- Medicare can pay for office, hospital and other visits furnished via telehealth across the country and including in patient's places of residence starting 3/6/2020.
- As of right now, all deductibles and coinsurance still apply to inpatient stays under part A.
- Overall only waiving co-pay with testing. Not currently waiving deductibles/coinsurance for treatment, medications or procedures.

## **Medication**

- Early refills will be available to Medica members.  
To request early refill, please contact Customer Service at 1-866-398-7411. Pharmacists can also enter a submission clarification code of 13 to allow the claim to process

## **Telehealth**

- Medica is temporarily waiving the CMS and state-based sit restrictions and will allow a member to be located at home when they receive telehealth services
- Medica is recommending that telehealth include both audio and visual, but is waiving the policy requirement of a visual component for the duration of the Emergency Telemedicine Reimbursement Policies related to COVID-19. Providers should continue to follow proper coding guidelines for services provided.
- In accordance with CMS and state guidance, Medica will waive the HIPPA security requirements and allow audio-visual applications such as Skype and FaceTime, to be used for telehealth visits.
- Applies to both medical and behavioral health services
- Member liability will continue to apply in accordance with the member's benefit plan except when a telemedicine visit results in an order for or administration of COVID-19 lab testing, as defined in CMS guidance and for other telemedicine services only to the extent as required by applicable law.

## **Nebraska Total Care • Medicaid**

- Does not require prior authorization, prior certification, prior notification or step therapy protocols for COVID -19 services.
- Expanded access to telehealth services per CMS guidelines starting on 3/6/2020.

## **UnitedHealthCare • Medicaid/Commercial**

- Member copays, coinsurance and deductibles are waived for COVID-19 testing provided at approved locations in accordance with CDC guidelines through 6/18/2020.
- Expanded access to telehealth services per CMS guidelines starting 3/6/2020.
- Members affected by COVID can fill existing prescriptions early (one time, up to 90-day fill) through direct pharmacy or mail order.

## **Telehealth**

- Through 6/18/2020 UHC will waive the CMS site restriction and audio-video requirement for MA, Medicaid and commercial members. Eligible providers can now bill telehealth services performed using audio-video or audio-only while a patient is at home.
- Benefits will be processed in accordance with member's plan. Member cost sharing will be waived for COVID-19 testing related visits during this national emergency
- From March 18-June 18, 2020 UHC will allow physical, occupational and speech therapists to bill telehealth services when they are rendered using interactive audio/video technology.

## Documenting, Coding and Billing Information

**POS:** 02 (indicates Telehealth visit)

**Modifiers:** Use for Telehealth services. Certifies the patient received services via an audiovisual telecommunications system

- **95 mod** (used by commercial plans) real-time audio and video telecommunications system
- **GT mod** (used by Medicare) service rendered via interactive audio and video telecommunication system
- **G0 mod** (telestroke services) services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke

### **ICD-10 Codes**

- **B34.2** - Coronavirus infection, unspecified
- **B97.2** - Coronavirus as the cause of diseases classified elsewhere
- **B97.21** - SARS-associated coronavirus, causing diseases classified elsewhere
- **B97.29** - Other coronavirus as the cause of the diseases classified elsewhere
- **J12.81** - Pneumonia due to SARS-associated coronavirus
- **Z03.818** - Possible exposure to COVID-19 (ruled out after evaluation)
- **Z20.828** - Contact with (suspected) and exposure (to other biological agents ruled out) Used for cases when there is an actual exposure to someone who is confirmed to have COVID-19

### **CPT Codes**

**87635** effective March 13, 2020 and issued as “the industry standard for reporting of novel coronavirus tests across the nation’s health care system.” Lab testing code for SARS-CoV-2: (severe acute respiratory syndrome)

### **HCPCS**

- U0001** - For CDC developed tests only - 2019-nCoV Real-Time RT-PCR Diagnostic Panel.
- U0002** - For all other commercially available tests - 2019-nCoV Real-Time RT-PCR Diagnostic Panel.