COVID-19: April 7 Physician Town Hall Meeting

David Markenson, MD, MBA
CMS President

Thank you for joining us. We will begin in a few minutes.
Thank you to our co-sponsors

- Arapahoe-Douglas-Elbert Medical Society
- American Academy of Pediatrics, Colorado Chapter
- Aurora-Adams County Medical Society
- Boulder County Medical Society
- Colorado Academy of Family Physicians
- Colorado Chapter - American College of Emergency Physicians
- Colorado Chapter - American College of Obstetricians and Gynecologists
- Colorado Orthopaedic Society
- Colorado Psychiatric Society
- Colorado Radiological Society
- Colorado Society of Anesthesiologists
- Colorado Society of Eye Physicians and Surgeons
- Colorado Society of Osteopathic Medicine
- Denver Medical Society
- El Paso County Medical Society
- Foothills Medical Society
- Mesa County Medical Society
- Northern Colorado Medical Society
- Pueblo County Medical Society
Zoom instructions

- All participants will be muted for the entirety of the town hall.
- Ask a question by opening the “Q&A” panel (button at the bottom of the screen) and typing your question.
- Upvote a question with thumbs up.
- Please do not use the “chat” window to send messages – this is needed for communication between panelists.
Physician questions

Chat  Raise Hand  Q&A

X  X  ✔
• Welcome/update from CMS
• Panelist presentations
• Q&A
CMS and House of Medicine released a statement on ordering, prescribing and dispensing of COVID-19 medications.

CMS sent a letter to Gov. Jared Polis urging expansion of liability protections.

CMS signed onto an AMA letter encouraging a month’s Medicare wages for all physicians.

Other resources:
- CMS coronavirus website – cms.org/covid-19
- Basecamp COVID-19 discussion forum
Upcoming events

Webinar: Physicians – Staying Well Amidst the Crisis
1 AMA PRA Category 1 Credit™
• Friday, April 10, 12 - 1 p.m.

Next Physicians’ Town Hall
• Wednesday, April 15, 6 - 7 p.m.
• Panelist: The Honorable Yadira Caraveo, MD – State Representative and pediatrician, D-Thornton

More information and registration for events is available at www.cms.org/events
Panelists

Panelist focus: Experience on the frontlines and potential outcomes for the legislature

Rep. Kyle Mullica
State Representative - Thornton and trauma nurse
Kim Bimestefer
Executive Director – Colorado Department of Health Care Policy and Financing
Panelist focus: COVID-19 and Medicaid
THANK YOU cms!

- Thank you for your service, passion, care
- Managing with us through unchartered waters
- Thank you for working through the movement to telehealth where possible
- Thank you for adjusting to the economic downturn - impacting all of us
- Thank you for your partnership with HCPF!!
Safety, Health, Care Access, Coverage

• Pandemic that drives economic downturn - impact to Medicaid / CHIP membership
• Staying in Lock Step with CDPHE Care Guidance
• Operational memos protecting most vulnerable members (Issued 30 COVID19 communications; Hosted 20 Webinars)
• Telemedicine & Reducing Face-to-Face Requirements
• Emergency Rulemaking (Rx and Telemedicine)
• Maintenance of Effort - Individuals eligible for Medicaid as of March 18th will stay enrolled
• Requesting Admin/Opps Flexibility from Federal Government & $$
FMAP – What might we need?

- Medicaid’s Federal Medical Assistance Percentage (FMAP)
- FMAP 6.2 pt increase in Families First Coronavirus Response Act to States
- 6.2 pts for CO = $119M/qt. Will help us cover the increase in Medicaid members, but more $$ is needed
- Another perspective: for every Federal dollar we spend, the state budget requires 44 cents. (Other states have 82 cents to our 56 cents)
- 3 federal stimulus bills to date with a 4th in the works. Must prioritize $$ for states, FMAP, etc.
- HCPF past recession modeling to forecast membership and impact to budgets, staff, etc., as in, early indicators like Medicaid apps
Current Priority Milestones


• Review CMS approvals against budget and IT system requirements.


• Build Capacity to Serve More Members, Providers.

• Active Stakeholder Communications, i.e.: RAEs, CHA & providers.

• Active Gov Cabinet meetings daily.

• Extension of Special Enrollment Period - through April 30th.
Priority – Expansion Readiness

- ACA ramp-up time. COVID19 pandemic doesn't provide that time
- 90% Call Staff transitioned to WFH
- Provider: ASA <1 minute. Abandon Rate <3%
- Member: ASA <4 minutes. Abandon Rate <1%
- We are adding staff now to call centers
- Claims are being paid promptly and accurately.
- CBMS is only system with problems.
Other Changes

- Inpatient Hospital Prior Auths (4/1)
- O2 & other respiratory Prior Auths - suspended. (Looking @ other prior auths)
- Rx - early refills at 50% mark
- BHTF - temporarily suspended (recheck this mo.)
- Suspending Inpatient and Residential SUD for 6-months, until Jan 1, 2021
- PERM Audits - CMS has delayed.
- Repurposing mtgs where appropriate - recognizing 1.3M members are relying on us and 99%+ do NOT have COVID19 and they need our support.
COVID19 A Few Updates

Governor Jared Polis addressed the state of Colorado regarding the COVID-19 pandemic from the Governor’s residence in Denver last night. Extended the “stay at home” order until April 26th.

CDPHE updates: [https://covid19.colorado.gov/](https://covid19.colorado.gov/)

**April 6th, 4pm update Cases in Colorado**

- Positive Cases: 5,172
- People Tested: 26,875
- Deaths: 150
Who are we during COVID19?

We are in the outer most zone!!
Questions?
Amanda Massey
Executive Director, Colorado Association of Health Plans
Panelist focus: what physicians need to know about getting paid by health plans for the important work you're doing
Health Plan Responses to COVID-19

Health plans are committed to doing our part during the COVID-19 pandemic. Carriers have proactively taken a number of steps to make access to care during this emergency easier. The following actions have been taken by many carriers.

**Increasing access for patients to physicians and services**

- Waiving member cost shares for COVID-19 diagnosis, treatment, telehealth (including general & mental health visits)
- Waiving cost sharing for inpatient admissions at all in-network facilities for treatment or complications related to COVID-19
- Eliminating prior authorization for diagnostic services related to COVID-19 testing
- Waiving prior authorizations for the transfer of non COVID-19 patients
- Making non-emergency transportation available to members
- Suspending policies for prior authorization and referral requirements for COVID-19 patients
- Providing outreach to highest risk members
- Waiving early refill limits on 30-day prescriptions
Helping reduce administrative burden for physicians

• Suspending all medical records requests for pre-and post-paid claim review processes
• Suspending release claims currently under medical record review as of April 1 and issuing payment to providers
• Suspending pre-authorization requirements on COVID-related diagnoses, excluding post-discharge, for both participating/in-network and non-participating/out-of-network providers
• Allowing providers to bill a standard face-to-face visit for all virtual care services, including those not related to COVID-19
• Providers can also bill for phone conversations
• Temporarily increasing the authorization window for all services from three months to six months
• Waiving site visit requirements
Helping physicians get credentialed and paid

- Approving licensed providers to practice outside of their licensed state
- Placing a hold on the decredentialing process (only for providers missing information)
- Temporarily updating credentialing policies to implement provisional credentialing for out-of-network care providers who are licensed independent practitioners and want to participate in a network
- For providers who are already credentialed, not requiring additional credentialing to practice in a new location
Health Plan Responses to COVID 19

Health plans have been basing testing, coding and reimbursement protocols and guidelines on guidance from the Centers for Medicare & Medicaid (CMS), Centers for Disease Control and Prevention (CDC), state and federal governments and other health agencies. Specific billing requirements for providers.

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PPE Shortages: Protocol

**STEP 1**
Check re-supply availability from various vendors.

**STEP 2**
Reach out to regional healthcare coalitions to check accessibility of resource sharing.

**STEP 3**
Contact local Emergency Operations Center to process PPE request.

**PRO TIP**
In order to request emergency PPE from the state, you must provide proof of the shortage & attempts to obtain PPE from other sources.

**PRO TIP**
General CDPHE PPE webpage: www.colorado.gov/pacific/cdphe/health-care-coalitions

**PRO TIP**
CMS resource: PPE contacts by county www.cms.org/covid-19/ppe-contacts-by-county
Upcoming events

Webinar: Physicians – Staying Well Amidst the Crisis
1 AMA PRA Category 1 Credit™
• Friday, April 10, 12 - 1 p.m.
• Panelists: Drs. Marti Schulte, Doris Gundersen and Scott Humphreys speaking on best practices in wellness and CPHP resources

Next Physicians’ Town Hall
• Wednesday, April 15, 6 - 7 p.m.
• Panelists: The Honorable Yadira Caraveo, MD – State Representative and pediatrician, D-Thornton, on her experience with COVID-19; and Chris Weir – Vice President Healthcare Banking, BOK Financial, on financial options for practices

More information and registration for events is available at www.cms.org/events
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