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Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: April 15, 2020
Subject: Important COVID-19 Updates — New Cost-Share & Pharmacy Information

Attention Provider Partner:

First and foremost, we want to thank you for being on the front lines of COVID-19, and for keeping our community safe and healthy. We also want to share some important new information with you regarding COVID-19.

No cost for COVID-19 screening, testing and treatment services

- Sharp Health Plan has eliminated member cost-sharing for all medically necessary:
 - (1) COVID-19 screening and testing for commercial (group, individual and Covered California) patients.
 - (2) COVID-19 testing for Medicare patients.
 - (3) COVID-19 treatment services received April 1 through May 31, 2020 for patients diagnosed with COVID-19.
- View [interim coding guidance here](#) from the Centers for Disease Control and Prevention (CDC). Claims submitted using these codes will be processed with no cost-share for your patients.

Cost-shares for video and phone visits

- When offered by the member's provider, telehealth services are covered for all patients enrolled with Sharp Health Plan benefits. Cost-share amounts vary depending on benefit plans, but should be no more than the cost-share for an in-office visit.
- View [telehealth coding and billing guidance](#) for commercial patients, [FAQ from the DMHC](#) and our own [coding instructions](#) for telehealth services (commercial and Medicare).

Relaxed pharmacy requirements

- Early refill limits have been temporarily relaxed on many maintenance medications. This allows patients with pharmacy benefits through Sharp Health Plan to get early refills of up to a 90-day supply at in-network pharmacies. Pharmacists must use the **SCC-13** code when processing these orders. Standard copayments and deductibles (if applicable) will apply.
- Prior authorizations for outpatient drugs covered under the pharmacy benefit are automatically extending, when clinically appropriate. This applies to all patients with prior authorizations set to expire between March 23 and June 30, 2020.

We are continuing to monitor and follow guidance from all state and federal agencies and local public health officials. We will continue to update our COVID-19 resource center online as we receive new information and guidance. Please visit sharphealthplan.com/for-providers/covid19 for the latest information.

Sincerely,

Priscilla Tuck
Manager, Network Development and Performance