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June 18, 2020

## COVID-19 SPECIAL ALERTS

### COVID-19 Update as of June 18, 2020

In response to the coronavirus disease (COVID-19), **we've made additional process updates** which are now in place for our Commercial, Affordable Care Act (ACA), Medicare Advantage and Federal Employee Program® (FEP) lines of business. They remain in effect until further notice. We'll keep you informed as information changes. **Note: For easy reference, new updates are noted in red throughout the communication.** [Learn more>>](#)

### Requests for Certain Medical Records Back to Normal Processes Effective July 1

We recently notified you of temporary changes to our claim adjudication process: [May bulletin](#), [June bulletin](#). We are returning to normal business processes regarding our medical record requests effective July 1, 2020. This includes our commercial fully insured and Affordable Care Act (ACA) lines of business as well as BlueCard®. These changes do not apply to our Medicare Advantage plans. [Learn more>>](#)

### COVID-19 Provider Billing Guidelines – Reminder

To ensure proper, timely reimbursement, please submit claims using the provider billing guidelines in the link below. Please check these guidelines regularly as they will be updated as needed. [Click here](#) and select *COVID-19 Provider Billing Guidelines*.

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## BILLING AND CODING

### Tips Available for Submitting Diagnoses

If your practice management system limits the number of diagnoses you can submit on the Centers for Medicare & Medicaid Services (CMS) non-institutional claim form, we have tips for capturing all claims for risk adjustment and Healthcare Effectiveness Data and Information Set (HEDIS®<sup>1</sup>)/Stars performance measures. They're also helpful for submitting supplemental diagnoses after an original claim is billed. [Learn more>>](#)

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## COMPLIANCE

### Providers and Suppliers Must Keep Medicare Advantage Patient Records for 10 Years

Did you know that CMS requires Medicare Advantage providers and suppliers to retain medical records and other documents on their patients for 10 years plus the contract year? The requirement includes all contracted physicians, non-physician practitioners, suppliers and facilities submitting claims to Medicare contractors. [Learn more>>](#)

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## QUALITY / HEDIS / CAHPS

### **CWP and URI HEDIS Measures Updated for 2020**

Significant changes have been made to the HEDIS measures for pharyngitis testing and upper respiratory infection treatment, including the age range and other important details. [Learn more>>](#)

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## SELF-SERVICE TOOLS

### **Reminder: Provider Data Management Capabilities Down Starting June 24**

Provider data management capabilities in Availity<sup>®2</sup> won't be available June 24 through July 12, as we undergo an internal system conversion. During this time, we'll be unable to accept or make updates to your profile. In addition, any information submitted now through June 24 will be updated in the system *after* the conversion is completed July 12. [Learn more>>](#)

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<sup>1</sup>HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

<sup>2</sup>Availity, LLC is a multi-payer joint venture company. To register or for more information, visit [availity.com](http://availity.com).