



To: ALL IEHP Providers and IPAs
From: IEHP – Provider Relations
Date: March 17, 2020
Subject: COVID-19 Update – Supply Requests and Protocols Q&As

Screening questions for Providers to ask patients calling in regarding suspected COVID-19

Here is a list of questions Providers should ask their patients when screening for potential COVID-19 exposure (source: History that needs to be presented to Department of Public Health to evaluate a case – Riverside University Health System – Public Health communication.)

- What are your symptoms (fever, cough, other lower respiratory symptoms)?
- What was the date the symptoms began?
- Have you traveled and what were the specific cities or regions visited and when?
- Have you been exposed to anyone who may have COVID-19 with focus on household contacts?

Please continue to refer to the CDC and San Bernardino and Riverside Public Health for updated guidance as this situation evolves.

Request for Provider office supplies (masks, disinfectants, gloves, etc.)

IEHP has received numerous calls from Providers asking for supplies including disinfectant, gloves, masks, etc. **Unfortunately, IEHP is not a supplier or provider of these materials and is unable to provide these resources to offices.** Please continue to contact the vendors you normally utilize for these supplies or seek out additional resources as across the market, supplies are running low due to the high demand.

Telehealth

IEHP is **strongly encouraging the utilization of telehealth** for visits that can be conducted over the phone or via other audiovisual telecommunications. IEHP has published a telehealth FAQ which is available at <https://iehp.org/en/providers/plan-updates?target=coronavirus-advisory>.

Remember:

- **Existing authorizations are valid and do not need to be changed** even if services are being provided via telehealth.

- **You can request a POS 02 on your authorization however if you do not, you can still utilize the authorization for telehealth services even if a different POS was approved.** When billing the claim for the service, you will utilize a POS 02.
- **ONLY Services that are deemed clinically appropriate to provide via telehealth should be provided via telehealth. If there are treatments, exams, procedures or other services that cannot be provided via telehealth, those are not eligible to be provided via telehealth.**

Concerns Re: Possible Provider Office Closures

IEHP has been contacted by a few Provider offices inquiring as to whether they should close their offices. We recommend that Providers adhere to County Public Health and CDC guidance re: how to protect their office staff. We want to remind Providers that you are responsible to provide coverage for your patients and should use telehealth whenever possible to support the needs of your patients. **It is not appropriate to rely on Urgent Cares or the Emergency Department for coverage for your office.**

If you have to close your office, please contact IEHP and advise on what your coverage and direction for Members will be to ensure that Members do not have a gap in care. Some Providers are rescheduling (or transitioning to telehealth) non-urgent or routine services for the next few weeks but it is up to each Provider to determine the appropriate protocol following CDC and public health guidance.

Guidance re: Testing for COVID-19:

If your Members are assigned under LabCorp or Quest Diagnostics and you have the swabs and ability to collect the specimens to send to these labs for COVID-19 testing, please do so and refer to the lab pages for these vendors for the most up to date procedures. Remember, do not send your Members directly to these labs for testing. Please follow appropriate protocol to send specimens to the labs.

- Quest Diagnostics: <https://www.questdiagnostics.com/home/Covid-19/HCP/#faqs>
- LabCorp: <https://www.labcorp.com/information-labcorp-about-coronavirus-disease-2019-covid-19>

If you do not have the ability to collect specimens for COVID-19, please refer to your County Public Health resources for guidance on directing Members for testing:

Riverside County:

Beginning Monday, March 16, Riverside University Health System is standing up **limited testing** for individuals at all RUHS FQHC locations. All tests must be scheduled; walk-in patients may not be facilitated. Please instruct patients to call 800-720-9553 to schedule a COVID-19 or coronavirus test.

Testing can still be performed through the Department of Public Health. Testing requested through the Department of Public Health requires approval. Please call 951-358-5107 during business hours or after hours 951-782-2974 for on-call if urgent or emergent.

Please refer to the Riverside County Public Health website for guidance on the latest criteria for who should be tested.

San Bernardino County:

San Bernardino County Department of Public Health offers several resources for guidance for Providers regarding evaluating patients who may have COVID-19 and testing. Please refer to wp.sbcounty.gov/dph/coronavirus and review the section “Guidance for Healthcare Providers.” You will find their information on the intake of specimens and where to send them for public health testing. Providers may call the DPH Communicable disease section for guidance on diagnosis and infection control:

- 800-722-4794 (8am – 5pm, Monday to Friday)
- 909-356-3805 (After Hours Duty Officer)

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > For Providers > Plan Updates > Correspondence **or** www.iehp.org > For Providers > Plan Updates > Coronavirus (COVID-19) Advisory.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.