

Provider Update

March 25 Coronavirus (COVID-19) Update

Hospitals

Due to Virginia hospital bed shortage and during the coronavirus (COVID-19) emergency, Virginia Premier has decided to relax requirements on elective invasive procedures, inpatient notification, and subacute or Skilled Nursing Facilities (SNF) services in the hospital setting for all of our all Medicaid, Medicare and Individual and Family health plans.

Relaxed requirements include:

- Currently approved authorizations for elective invasive procedures will be extended 365 days and any new request that are approved that meet medical necessity will be entered 365 days.

Hospital Question: For Elective Invasive Procedures, will your company extend out the pre-certification time line for an additional 90 days or more to allow time to reschedule/and perform these currently approved procedures using the same pre-certification? YES/NO IF YES, NUMBER OF DAYS THAT THE PRE-CERTIFICATION IS EXTENDED –

Answer: Extend currently approved authorizations 365 days and any new request that are approved that meet medical necessity will be entered for 365 days.

Hospital Question: For inpatient admissions, coronavirus (COVID-19) related or not, if due to an influx of patients our hospitals are unable to perform certain administrative functions, to instead, focus on care delivery/triage, will your company agree to pay for medically necessary inpatient admissions even if the admission notification is delayed or not performed? YES/NO

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Answer: We will extend the notification period from 24 hours to up to 7 days. It is extremely important that you secure the notification/authorization prior to submitting your claim for payment.

Hospital Question: For inpatient discharges, coronavirus (COVID-19) related or not, that require subacute or Skilled Nursing Facilities (SNF) services, if there is little to no subacute/SNF capacity available and patients are unable to be discharged from the hospital inpatient setting, will your company rapidly approve and reimburse separately for subacute/SNF care provided in a hospital acute care setting? YES/NO

Answer: Yes we will rapidly work with you to approve with notice prior to discharging the patient, if all options have been exhausted to find equitable arrangements either in the home or subacute/SNF if medically necessary.

Hospital F/U Question: Our expectation would be we reach agreement quickly (for SNF services) and in advance on a fair and equitable per diem for these subacute/SNF/swing bed services, please confirm that your staff will work with us quickly to put this rate in place.

Answer: Virginia Premier's contracting department will work with you rapidly to come to an agreement.

Virginia Premier is monitoring the coronavirus (COVID-19) pandemic situation and will keep you apprised as additional information becomes available. Should you have any questions, please contact our Provider Relations team at (804) 968-1529 from 8 am to 6 pm, Monday through Friday.