

# Provider Update

## March 16 Coronavirus (COVID-19) Update

Virginia Premier is committed to the health and safety of our physicians, members and employees. In response to the coronavirus (COVID-19) pandemic, we are actively updating you on the following topics:

### Telehealth:

In this state of emergency, Virginia Premier will cover telehealth benefits related to urgent and non-urgent office visits for all of our products. Providers will be paid at their contracted rate and all cost sharing will be waived for members through May 31, 2020. Telehealth includes the use of videoconferencing, the internet, store-and-forwarding imaging, and other telecommunications technologies to support virtual patient health care. Our Provider Relations representatives will be in touch with you shortly regarding the details. To stay up-to-date, you can also visit our [provider portal](#).

### Lab Testing:

Virginia Premier will cover the full cost, waiving any co-pays or cost sharing for coronavirus (COVID-19) diagnostic testing. As of March 12, Lab Corp and Quest Diagnostic have been approved to render coronavirus (COVID-19) tests. You can now submit testing through these laboratories.

### Payments and Rates:

Virginia Premier is currently finalizing the related reimbursement rates for coronavirus (COVID-19) testing across our different lines of business. We will update you shortly with additional information. Should you have questions related to authorization or claim submission, please contact our Provider Relations team at (804) 968-1529 from 8 am to 6 pm, Monday through Friday.

### Service Authorizations:

Nothing will change with the way that you interact with our Utilization Management team. Service authorization processes and timelines will not change. Should you have questions, about this process, contact our Utilization Management team at 1-888-251-3063.

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## Prescription Drug Policy:

- Virginia Premier immediately lifted “refill too soon” edits on prescriptions in response to the Governor’s State of Emergency declaration. As you, our providers, identify any situations that may be problematic, please know that our teams will act quickly to resolve these situations.
- As reminder, mail order prescriptions are an opportunity to avoid exposure to coronavirus (COVID-19).

## Specific Product Information:

- **FAMIS** -- Effective March 12, we are relaxing all co-pays for all provided services, not just for coronavirus (COVID-19), for our FAMIS members.

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.