



Jeni Son <huisook.son@lahey.org>

Fwd: UniCare Notice RE: COVID-19

1 message

Courtnie Tower <courtnie.d.tower@lahey.org> Fri, Mar 27, 2020 at 11:30 AM
To: Teresa Mahlert <teresa.j.mahlert@lahey.org>, Tammy Fratus <tammy.j.fratus@lahey.org>, Tanya Thorpe <tanya.thorpe@lahey.org>, Jeni Son <huisook.son@lahey.org>, Jennifer Freitas <jennifer.freitas@lahey.org>, Debra Zabierek <debra.j.zabierek@lahey.org>, Heather Breen <heather.m.breen@lahey.org>, Stacey Keough <stacey.keough@lahey.org>, David Wasserman <david.wasserman@congenialhealth.care>, Stacey Scott <stacey.a.scott@lahey.org>, Leslie St Pierre <leslie.stpierre@lahey.org>, Therese Giove <therese.giove@lahey.org>, Eva Favalora <eva.favalora@lahey.org>, Kathryn Lippe <kathryn.lippe@lahey.org>, Michelle White <michelle.a.white@lahey.org>, Josie Wilkinson <josie.c.wilkinson@lahey.org>, Janet Hare <janet.hare@lahey.org>, Janice Fitzpatrick <janice.m.fitzpatrick@lahey.org>, Patricia McGinnis <patricia.l.mcginnis@lahey.org>
Cc: Dianne Dobbins <Dianne.Dobbins@lahey.org>, Catherine Gibbon <catherine.l.gibbon@lahey.org>, Jennie Forden <jennie.l.forden@lahey.org>

Good Morning,

Please see the notice below from Unicare related to COVID 19 Updates and Policies.

Thank you

Courtnie Tower

Manager, Managed Care Administration

T: 781-744-5706 | F: 781-744-3930



Beth Israel Lahey Health
Performance Network

Beth Israel Lahey Performance Network
25 Mall Road, 5th Floor, Burlington, MA 01805
bilh.org

Effective March 16, 2020, to remove barriers to treatment UniCare is covering services to test, diagnose and treat COVID-19 at no member cost share and also expanding access to telehealth services to prevent the spread of the virus. These changes are effective for dates of service starting March 16, 2020, until further notice. It applies to all providers and members nationwide.

There is no member cost share (copays, coinsurance or deductible) for testing and visits when billed with a COVID-19 diagnosis code. For all telehealth services including primary care, specialty care and behavioral health visits, UniCare will reimburse providers up to the same rate as the in-person reimbursement rate. If services are billed with any other diagnosis codes, standard member cost sharing will apply.

Please follow this link to the website for details about billing for these services to ensure your claims are processed correctly and appropriate guidelines for delivering telehealth services.

<https://www.unicarestateplan.com/BillingCoronavirusServices.html>

If you have any questions please feel free to contact Provider Relations at unicareproviderrelations@anthem.com or call 800-480-7587.

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