



To our valued Health Plan Provider Partners:

The 2019 Novel Coronavirus (COVID-19) pandemic continues to evolve and HCH has implemented several plans to keep our clients and members safe. Healthcare Highways is actively monitoring the coronavirus situation and coordinating with public health authorities. You may be reading about coronavirus, COVID-19 (coronavirus disease) and SARS-CoV-2 (the actual virus) but all these names are addressing the same topic.

At the time of this writing, the CDC is reporting 4,226 confirmed cases of COVID-19 resulting in 75 deaths. Coronavirus has been reported presumptive positive, positive, or under investigation in 67 cases in Texas, 82 cases in Oklahoma, and 171 cases in Louisiana, among 49 states, the District of Columbia, Puerto Rico, Guan, and US Virgin Islands. Much remains to be learned because COVID-19 is a new disease. Our current understanding is based on what is known about the transmission pattern of similar coronaviruses.

What is HCH doing today?

- HCH has implemented daily meetings with a rapid response team formed with members of our senior leadership to monitor and disseminate information on an as-needed basis.
- We have a communication plan in place to keep our clients, members and network providers as well as our business associates informed.
- We formed a communications workgroup that is helping with messaging across all stakeholder groups to ensure accuracy and consistency.
- We've implemented a business redundancy plan and a work-from-home policy that includes the necessary technology and infrastructure to maintain business as usual.
- We completed training with our care coordination teams and Customer Experience Team (call center) to coordinate and triage inbound member and provider calls.
- We're advising our members on the appropriate use of telehealth
- And we've deployed CDC-sponsored materials – in English and Spanish – on both our member and client / provider websites.

Healthcare Highways Recommended Coverage Policy for COVID-19

Healthcare Highways is recommending to our self-funded HCH Health Plan clients to provide coverage of COVID-19 testing in accordance with recent CMS guidelines referencing the new Healthcare Common Procedure Coding System (HCPCS) code for COVID-19 testing (U0001 and U0002). HCH network-only clients are currently exempt from this recommendation. HCH will continue to provide updates on our coverage policy.



To read more about COVID-19 and recommendations

Read this [Coronavirus Disease Briefing and CDC Response](#)

Read this [Coronavirus Disease Briefing - Infection Control Practices](#)

Read this [CDC Community Mitigation Strategy](#), especially page 8.

These patient-suitable resources from the CDC are trusted and up-to-date:

- CDC FAQs are available – in [English](#) and [Spanish](#).
- If your workers or covered family members believe that they may have 2019-nCoV, the following recommendations from the CDC should be followed. ([English](#) [Spanish](#))

If you have additional questions related to what HCH is doing to keep our clients and members safe, please contact our Provider Support Team at 888.806.3400.

Sincerely,

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