

PROVIDING TELEMEDICINE DURING THE COVID-19 CRISIS

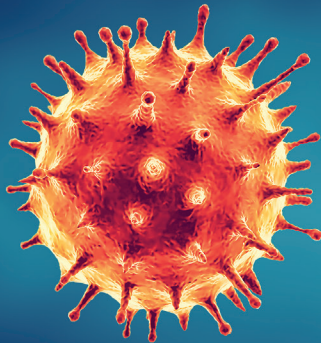
HPSM will pay for telemedicine sessions at the same rate as in-person visits for services rendered since March 6, 2020 until further notice.

- ▶ For more details, including links to telemedicine codes covered by HPSM and various CMS & DHCS resources, visit www.hpsm.org/provider/COVID-19.

“Our team at Speech Goals is up and running full-time with telehealth. We are able to continue conducting speech evaluations and therapy sessions while protecting the health of our staff and clients.”



*Jasna Cowan, M.S., CCC-SLP
Director and Founder of Speech
Goals Speech Therapy Inc.*



CORONAVIRUS DISEASE 2019 (COVID-19) SPECIAL EDITION



From the desk of
Maya Altman,
HPSM CEO

HPSM IS HERE FOR YOU AND YOUR PATIENTS

HPSM is guided by the mission that Healthy is for Everyone. That mission is more critical than ever as we work to support you, our providers, in combating this public health crisis. We are focused on taking quick and meaningful steps to support you by increasing financial support for telemedicine, alleviating administrative tasks and focusing intensely on supporting care transitions. We at HPSM are so grateful for your tireless work to support our community through this pandemic, and we are committed to supporting you.

This special edition newsletter touches on some key information regarding COVID-19.

More details about these and other topics can be found on our website at
www.hpsm.org/provider/COVID-19



Screening, Testing & Clinical Resources



Telemedicine



Working with HPSM



Changes to Authorization Requirements



Interpreter Services



Information for Prescribers

and more timely topics to support your work

GET CLAIM & AUTHORIZATION STATUS ONLINE WITH HPSM'S NEW PROVIDER PORTAL

HPSM's new Provider Portal is now live! It has a colorful new look, an easier-to-use interface and extra features — including claim and authorization status lookup. This gives you instant 24/7 access to patient-specific information so you can work more efficiently and productively with HPSM. **Here's a sneak peek at our new Provider Portal and what you can do with it.**

HPSM's original Provider Portal enabled you to verify member eligibility and get coordination of benefits information online. With our new Provider Portal, you'll also be able to:

Check authorization status

- Search by request number or apply additional data filters for more targeted results with the Advanced Search option
- See key stats such as the number of your requests that have been approved, pending or denied, and narrow them by date range
- Save frequent searches for quick, convenient reference
- *Please note that authorization status information takes 1-2 days to update in the Provider Portal*

Check claim status

- Search by number, date range, patient name, member ID number and more
- See whether your claim has been paid, pending or denied
- Instantly access Remittance Advice to keep your accounting records up to date

Enjoy an improved user experience

We designed our new Provider Portal to meet your needs based on usability testing feedback from select network providers. It is currently in the pilot phase with several of our network clinics. We are now opening up access to the portal to all providers.

The screenshot shows the 'Referral & Authorizations' dashboard. At the top, there are navigation tabs for 'Patient Management', 'Office Management', and 'Administration'. Below the title, there is a search bar labeled 'Search by Request Number' with a 'Search' button. Underneath, there is an 'Advanced Search' link. The main section is titled 'Current Requests' and features three summary cards: 'Approved' with a count of 71, 'Pending' with a count of 4, and 'Denied' with a count of 1. Each card has a '7 Days' dropdown menu. At the bottom, there is a 'Saved Searches' section.

The screenshot shows the 'Claim Status Search' form. It has two tabs: 'Claim Status' (selected) and 'Remittance Advice'. The form includes several search criteria: 'Claim Number' (text input), 'Date of Service' (range from 12/5/2019 to 3/5/2020), and 'Processed Date' (range). Below these are radio buttons for 'Last Name', 'Member ID', 'Patient Account Number', and 'Medicaid ID', with a '(Patient List)' dropdown. The 'Patient' section lists example information: (Last Name Example - Smith, John), (ID Example - HP555555,HP444444), (SSN Example - 555-55-5555,444-44-444), (Medicaid ID Example - AK55555,AK44444), and (Medicare ID Example - 555555,444444). The 'Provider' section has radio buttons for 'Last Name', 'Provider ID', and 'Provider NPI', with a '(Last Name Example - Smith, John)'. The 'Medical Group' dropdown is set to 'Select Medical Group'. At the bottom, there are checkboxes for 'Status' (Paid, Pending, Denied) and 'Search' and 'Clear' buttons.

- ▶ To start using the new Provider Portal, you'll need a new username and password. Call **650-616-2106** or email ClaimsInquiries@hpsm.org to get login credentials. Organizations with a staff of five or more will need to designate an account administrator who can then grant user access to any staff at your organization.

HPSM'S NURSE ADVICE LINE: TRIAGING MEMBERS' COVID-19 CALLS



Licensed registered nurses are screening member calls about potential COVID-19 exposure using the Schmitt-Thompson Triage Guidelines to help determine their risk level. If potential exposure is indicated, the nurse will instruct the member to call their PCP.

Less severe symptoms (such as dry cough or fever)

- ⦿ call PCP and inform them about suspected exposure and request to be seen within 24 hours
- ⦿ ask if a COVID-19 test is recommended

No symptoms or mild (flu-like) symptoms

- ⦿ call PCP within 24 hours
- ⦿ inform about suspected exposure
- ⦿ ask about any symptoms

► The complete Schmitt-Thompson COVID-19 Triage Guidelines are available at www.hpsm.org/provider/COVID-19.

HOW TO GET STARTED WITH TELEMEDICINE



A QUICK START GUIDE

For providers with little to no telemedicine experience, the following are five steps to help get you started:

- Choose a telemedicine platform
- Install the software on your office machines – devices must have internet, webcams, microphones and speakers
- Learn to use the program — do practice sessions with your office staff before real ones with patients
- Adapt your existing office workflows to accommodate telemedicine sessions
- Follow telemedicine regulations, best practices and billing procedures — read more at www.hpsm.org/provider/COVID-19