



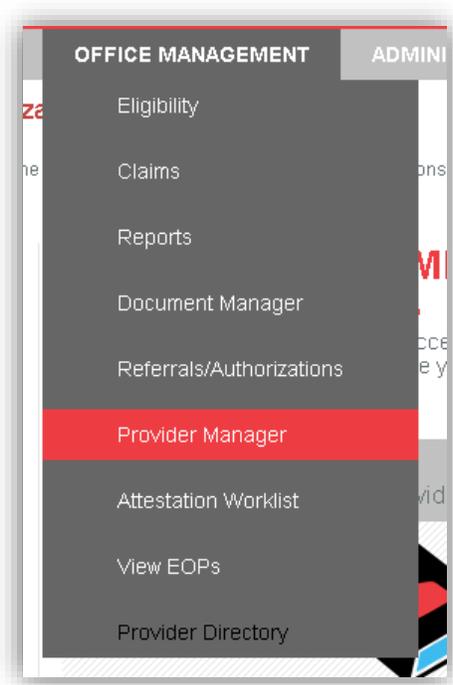
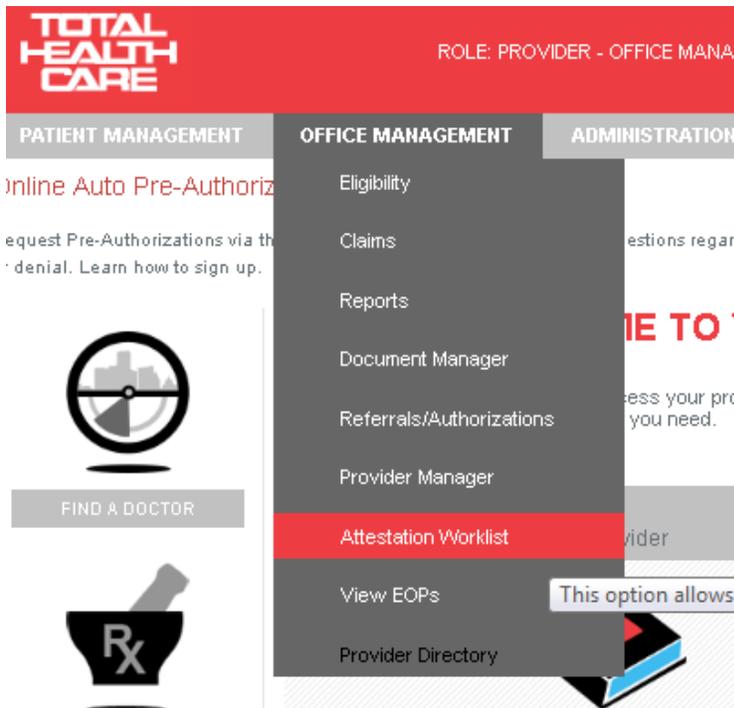
TOTALLY THERE FOR YOU

July 2020

## PROVIDER UPDATES

### Provider Data Verification

Help us help you! We make every effort to ensure your provider demographic data is correct and up-to-date on our website. Our website links our members to you, so without correct information, they cannot get access to your services to know that you are “open for business”! We make data verification easy through our provider portal. Please use the Attestation Worklist available on our portal to validate your existing information or update us with any changes as they occur. We will prompt you to attest every 90 days, but you don’t need to wait for the prompt to utilize this functionality. Once logged into the provider portal, to proactively update your office information, select Provider Manager under Office Management. You will see a list of your providers where you can confirm or correct the information. If you have been prompted to attest that your information is correct, your attestation information will be waiting confirmation under Office Management/Attestation Worklist. Thanks for keeping your data accurate!



## New Provider Directory

We're excited to launch our updated Find a Doctor search available via our website <https://thcmi.com/>. Your provider information has a new look and feel and we'd like your feedback, as well as your review for accuracy. As you navigate to locate a doctor by name, doctor by specialty, hospital, you must first choose your location and then narrow down by your preference to locate a Total Health Care provider of your choice. Share your feedback by emailing us at [providerupdate@thcmi.com](mailto:providerupdate@thcmi.com).

## Healthy MI Plan - HRA Requirement Remain in Place

To accommodate changes in our environment due to COVID-19, MDHHS is now allowing providers as well as health plans to assist members in completion of their annual HRA form virtually or telephonically. The HRA requirement is still in place, however, members will not be removed from the plan if the HRA has not been completed within the 150 day period due to COVID-19. To avoid issues at the end of the pandemic, we continue to make the HRA a priority. If THC completes the HRA, it will be available within 7 days in CHAMPS. Please do all you can to accommodate appointments for HMP members who are new to your practice within 45 days. You can identify HMP via your eligibility roster on the portal under Benefit Plan ID 111.

## COVID 19 Coverage for members

From February 4, 2020 through December 31, 2020 THC will cover 100% of the cost (waiving deductibles, coinsurance and co-pays) of the following COVID-related services **when medically necessary**:

- COVID-19 screening and antibody testing (see additional details below).
- Other services related to diagnostic testing and the administration of the test, such as office visits, blood draws or specimen handling.
- Virtual Care

## Virtual visits billing and coverage

Through December 31, 2020, virtual care will be covered when billed appropriately with and evaluation and management code (E & M code) Place of Service 02 and including GT modifier for Medicaid; GT or 95 modifier for Commercial. Providers will be paid according to the base fee for Medicaid non-facility rates.

THC will pay for wellness exams done virtually. Summer is a great time to see children, particularly adolescents, who are "stuck at home" due to COVID-19. If the member is unable to report their height and weight, we ask that you be sure to report those metrics when you see the member at an in-person visit. The visit must follow the documentation guidelines for the code billed, including time requirements. Please access your member roster to begin to do outreach and help maximize your pay for performance dollars.

## **GAPS in Care Available via our New HEDIS Portal**

It's always HEDIS time. If you would like to receive "gaps in care" reports, we have several ways to help you. Please reach out to your Physician Organization or contact THC Provider Relations at 844-THC-DOCS on how to retrieve data. Completing gaps in care is money in your pocket. We don't want you to miss out. Let us know how we can help.