



Working Together to Improve the
Health & Well-Being of Health First Colorado
(Colorado's Medicaid Program) **Members**



Serving Boulder, Broomfield, Clear Creek, El Paso, Gilpin, Jefferson, Park and Teller Counties

CCHA COVID-19 Alert

Colorado Community Health Alliance (CCHA) is committed to continuing to meet the needs of our Health First Colorado (Colorado's Medicaid Program) members, providers, community partners, employees and vendors during the presence of COVID-19 in Colorado. At this time, CCHA does not anticipate member, provider or community partner service disruptions.

CCHA is committed to keeping you informed of the latest changes related to COVID-19. In this communication we have included the following information:

- Updated Behavioral Health Telemedicine Guidance
- Telemedicine Recorded Webinar Available
- Department of Healthcare Policy & Finance Updates and Guidance
- Shelter in Place Order Resources
- Personal Protective Equipment Resources
- Business Operations Resources: Small Business Administration (SBA) Loans & Supplemental Anthem Opportunity
- American Medical Association (AMA): Special Coding Advice During COVID-19 Public Health Emergency
- Colorado Academy of Family Physicians (CAFP) Innovative Solutions
- Public Health Resources

**Updates to our operations will be posted to
CCHAcares.com/COVID-19.**

Updated Behavioral Health Telemedicine Guidance

During the COVID-19 state of emergency, in alignment with State policy, CCHA will adopt an expanded definition of telemedicine to include telephone only and live chat modalities effective immediately.

Updated guidance as of March 27, 2020 includes the following information:

- expanded telemedicine definition

- HIPAA compliance and confidentiality
- billing and coding
- medical records standards and documentation
- frequently asked questions

[See the CCHA BH telemedicine guidance, updated March 27, 2020 here.](#)

For additional guidance and resources, go to CCHAcres.com/ProviderTools.

Telemedicine Recorded Webinar Available

This week CCHA hosted two webinar opportunities for providers on BH telemedicine guidance. We have recorded our March 26 presentation that contains the most up-to-date guidance as of today and posted the recording on our site. Find the webinar recording here:

CCHAcres.com/ProviderTools > COVID-19 Provider Resources

Department of Healthcare Policy & Finance (HCPF) Updates and Guidance

Sign up for HCPF's weekly COVID-19 Updates

If you'd like to opt-in to receive this newsletter, please go to the Department's [newsletter sign-up webpage](#), complete the form with your contact information, click "COVID-19 Weekly Update" and then the "Sign-Up" button.

Prescriber Guidance

HCPF has [updated the Health First Colorado prescription drug policy](#) to authorize the following:

- Prescription Refills and Early Refill
- Emergency Refill
- Maintenance Medications (100-Day Supply)
- Prescription-Required Cough and Cold Products
- Other Prescription and OTC Medications
- Providers Serving (Medicare-Medicaid) Dual Eligible Members

[Read the full guidance from HCPF here.](#)

Providers should contact the Magellan Rx Management Pharmacy Call Center at with any questions about the status of a prior authorization, pharmacy claim or any concerns related to a Health First Colorado member or medication access issue such as a shortage or back order. Magellan can be reached at 1-800-424-5725, 24 hours a day, 7 days a week.

Shelter in Place Order Resources

Governor Polis issued a statewide [Stay at Home order](#), effective March 26, 2020 through April 11, 2020. The order may be changed or extended. The order applies to

the general public, but **your practices can remain open**. Healthcare operations are considered essential. This means your staff can continue to travel to and from work and your patients can still travel to seek medical care. Learn more about [what is allowed under the order](#).

CCHA has developed a letter template that can tailored for your practice and provided to your staff. The letter describes the essential function of your work in case your staff are asked to present proof of essential personnel status. You can find the [letter template here](#).

Personal Protective Equipment Resources

If your practice is experiencing a shortage in personal protective equipment (PPE), please contact your [local public health agency](#) or [county emergency manager](#) for assistance.

Business Operations Resources: Small Business Administration (SBA) Loans & Supplemental Anthem Opportunity

Small Business Disaster Assistance Loans

The Small Business Administration recently announced the availability of small business disaster assistance loans. If you, or a business you know, are in need of emergency assistance, please see the information on the [SBA disaster loans process](#).

Supplemental Anthem Opportunity

Anthem is working to increase virtual health clinician capacity and are working closely with two partners: K Health and Amwell. Anthem is are looking for physicians (and nurse practitioners in select states*) to support virtual care for a growing patient demand via: (1) Virtual Text Visits (powered by K Health) and (2) Telehealth Video Visits (powered by Amwell).

For any questions, contact COVID19Surge@Anthem.com.

	Virtual Text Visits <i>K Health</i>	Telehealth Video Visits <i>Amwell</i>
Clinician types?	Board-certified doctors	Board-certified doctors (NPs in select states*)
Medical malpractice?	K Health will cover	Amwell will cover
When can I start seeing patients?	~3-5 days for credentialing, training and onboarding (all done remotely)	~3-5 days for credentialing, training and onboarding (all done remotely)
How much do they pay?	~\$90-125/hr	~\$90-150/hr
What is the time commitment?	Flexible but prefer 12 hrs/week; 4-hour blocks of time	Flexible
How do I sign up?	Complete online form	Complete online form

For additional details:

[Click here for details](#)

[Click here for details](#)

*NPs are only being recruited for Amwell and in the following states: AK, AZ, CO, CT, DC, HI, IA, ID, IL, KY, MD, ME, MN, MT, ND, NE, NH, NM, NV, OR, RI, SD, UT, VA, VT, WA, WV, WY

Additional Information:

Anthem is working to accelerate the availability of a Coronavirus Assessment on the Sydney Care mobile app, which consumers can download at no cost. The Coronavirus Assessment is designed based on guidelines from the Centers for Disease Control and Prevention (CDC) and National Institutes of Health (NIH) to help individuals quickly and safely evaluate their symptoms and assess their risk of having COVID-19. Inputs provided by individual users include symptoms, recent travel and potential contact with anyone with the disease. Based on the results, Sydney Care users will be able to connect directly to a board-certified doctor via text or secure two-way video via the Sydney Care app who can then recommend care options. The Sydney Care app is powered by Amwell (two-way video visits) and K Health (text-based visits).

American Medical Association (AMA): Special Coding Advice During COVID-19 Public Health Emergency

The American Medical Association has published coding advice for providers. See [their resource here](#).

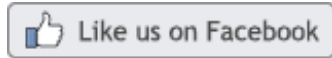
Colorado Academy of Family Physicians (CAFP) Innovative Solutions

The [Colorado Academy of Family Physicians released a list of innovative solutions](#) to help treat patients at this time, below is their list of ideas.

- Virtual visit / Telehealth screenings, with templates and question trees to establish need
 - Splitting into teams to limit the total number of staff potentially exposed to the virus
 - Creating an outside screening tent so that only patients with severe symptoms come inside
 - Building homemade face masks
 - Propping the main office doors open so they aren't touched
 - Locking the main office doors so unauthorized people cannot enter
 - Using 1 mask all day
 - Outreach to neighborhood social media groups about telehealth guidelines through Facebook, NextDoor, and others
 - Filling medications in-office to prevent a crowd gathering at the pharmacy
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State & Federal Resources

- [Centers for Disease Control and Prevention \(CDC\) COVID-19 Resource Center](#)
- [Colorado Department of Healthcare Policy and Financing \(HCPF\) Resource Center](#)
- [Colorado Department of Public Health and Environment \(CDPHE\) COVID-19 Resource Center](#)



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