

# MARCH<sup>®</sup> *Outlook*

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and important vision industry information*

## COVID-19 Update

Right now, you need all the resources and information you can get. We're working to keep you updated so you can focus on keeping your patients and staff healthy and safe.

### **First and foremost, thank you—**

We know this is a challenging time. As care providers, you're on the front lines of the fight against COVID-19. We appreciate your efforts to help keep our members healthy and well cared for. Thank you for all you're doing!

### **Customer Service availability**

Our Customer Service team is available during normal business hours, as always. We're available to answer your questions and your patients' questions.

### **Claim payments**

We are continuing to process claims quickly. You can follow regular processes to submit claims for covered services.

### **Recredentialing**

We are making best efforts to meet recredentialing timelines by using current CAQH data and modified outreach approaches for verification. Timelines will be extended as needed based on NCQA guidance.

### **Access to telehealth**

Eligible providers who have the ability and want to connect with their patients virtually can do so. We will honor claims for virtual check-ins (G2010 and G2012) and digital evaluations (99421-99423 for plans with payable E/M codes) to help you care for your patients. Benefits will be processed in accordance with the member's plan.

### **Contract amendments**

We previously announced our plan to issue provider contract amendments. We want to let you know we have made the decision to delay the amendment changes until further notice. At this time, there is nothing you need to do.

### **Keeping You Informed**

We're continuing to work with and follow all guidance and protocols issued by the Centers for Disease Control and Prevention (CDC), Centers for Medicare & Medicaid Services (CMS), state regulatory agencies and legislatures, and local public health departments regarding COVID-19. We'll keep you updated as we find more resources and ways to serve you.

Sincerely,

**Angel Hulen**  
Vice President, Network Solutions