

Fast Facts

MARCH SPECIAL EDITION #2, 2020

News for Providers from HealthPartners Professional Services and Hospital Network Management

Administrative

HealthPartners Provider Portal COVID-19 Resources

HealthPartners has a landing page for up-to-date **COVID-19 information**. This page will be updated as changes happen during the COVID-19 Public Health Emergency.

(path: healthpartners.com/provider-public/condition-resources/covid19/)

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TEMPORARY TELEMEDICINE POLICY DURING THE COVID-19 NATIONAL HEALTH EMERGENCY

To encourage broader use of virtual services during the COVID-19 National Health Emergency, HealthPartners has revised policies for the coverage of telephone and video visits and updated reimbursement for said services. These revised policies are intended to add clarity of coverage and to add additional eligible services for telehealth as follows.

- Physical Therapy, Occupational Therapy, and Speech Therapy services have been added.
- In accordance with actions taken by CMS, HealthPartners will allow non-HIPAA compliant audio-visual applications, such as Facetime and Skype, to be used for telehealth services.
- HealthPartners will waive the policy requirement of a visual component for telehealth, allowing for telehealth to be provided over the telephone.
- HealthPartners is temporarily suspending our policy requirement of telehealth and telephone services being provided only to established patients so that during the duration of the National Health Emergency related to COVID-19, telehealth and telephone visits can also be provided to new patients.
- Behavioral Health visits are described.
- In order to reduce the risk of spreading COVID-19, both the practitioner and the member can be located at their homes for telehealth and telephone visits.
- Please note that member responsibility will apply to telemedicine visits, E-visits and scheduled telephone visits per the member's certificate of coverage.
- We will continue to evaluate our telemedicine policy for updates as the National Emergency Continues.

A link to the updated policy can be found **HERE**. Click on the *Access to telehealth* tab on the middle of the page.

(Path: www.healthpartners.com/provider-public/condition-resources/covid19/)

Immediate change to HealthPartners Mail Order Pharmacy option Switch to WellDyneRx

Starting March 27, 2020, HealthPartners members with a mail order benefit will now use WellDyneRx pharmacy to receive their prescriptions. HealthPartners is closing its owned mail order pharmacy. As a prescriber, we wanted you to be aware of this immediate change.

WellDyneRx is replacing HealthPartners Mail Order Pharmacy, as of Friday, March 27 at 5:00 pm.

- After this date, please select WellDyneRx for HealthPartners members seeking to use their mail order benefit.

CONTROLLED SUBSTANCE ORDERING

- Starting March 26, please send controlled substance prescriptions to WellDyneRx.

PATIENT PHARMACY RECORDS

- HealthPartners Mail Order Pharmacy will transfer all patient pharmacy records to WellDyneRx on March 27.
- Existing refills for those prescriptions will be filled by WellDyneRx.
- Inquiries for patients and providers can be directed to WellDyneRx at **1-800-591-0011**.

Please let us know how else we can support you or your patients during this transition. Thank you for all that you're doing to support HealthPartners members at this time.

If you have questions regarding the content of this newsletter, please contact the person indicated in the article or call your HealthPartners Service Specialist. If you don't have his/her phone number, please call **952-883-5589** or toll-free at **888-638-6648**. This newsletter is available online at [healthpartners.com/fastfacts](https://www.healthpartners.com/fastfacts).

Fast Facts Editors: Mary Jones and David Ohmann