



The Provider Chronicle

"Serving the families that serve ours"

Volume 10, Issue 12

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CORONA VIRUS (COVID-19) MESSAGE TO OUR PROVIDERS

US Family Health Plan ("USFHP") understands that our providers need flexibility in safely delivering prompt, quality care to their patients during these stressful and uncertain times. In order to support you, the USFHP will cover all telemedicine sessions during this national emergency and until such time as the President deems the emergency period to be over.

- Providers should use best efforts to use a HIPAA compliant platform (e.g. Skype for Business, Zoom for Healthcare). Please note that applications such as Facebook Live, Tik Tok or similar video platforms are considered "public facing" and will not meet the requirements for a telemedicine session.
- Please use your best professional judgment to practice telemedicine visits in private settings where patient health information is not shared with, or overheard by, other parties.
- Telemedicine visits do not need to be related to COVID-19 to be reimbursed by our plan - any other medical condition will be honored (e.g. mental health, sprained ankle) during the COVID-19 crisis
- Per the Drug Enforcement Administration (DEA), as of March 16, 2020, DEA registered practitioners may issue prescriptions for controlled substances pursuant to a telemedicine visit to patients for whom they have not conducted an in-person medical evaluation for as long as the HHS's designation of a public health emergency remains in effect, subject to compliance with practice standards and other applicable state and federal laws. Here is a link to the DEA Guidance: https://deadiversion.usdoj.gov/coronavirus.html?inf_contact_key=e475ad72cf428bca_cdb0e59dbb26b0eb680f8914173f9191b1c0223e68310bb1
- Recommendations for billing: All office or other outpatient visits should be billed with CPT code(s) 99201-99215. Please note that telehealth services that are performed through a telecommunication device MUST have a GT modifier. This GT modifier is used, along with the CPT or HCPCS code (e.g. 99201 GT), to indicate telehealth services via interactive audio and video synchronous telecommunication systems. This GT modifier will designate the claim as a "distant site". The place of service must always be "02", as this code is specifically designated for telehealth services.
- Telephone evaluations with providers do not constitute as a telemedicine session and are typically not billable under the TRICARE program. However, given the critical environment in which providers are working, our plan has agreed to pay for providers' phone sessions with their patients when warranted due to the exigent circumstances, and until the emergency period is over. As such, please use the following codes for sessions which are audio-only: 99421-99423 and 99441-99443. For any questions, please feel free to contact our Customer Service line at: 1-800-241-4848

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Provider Alerts

Superstar Hospitals



Congratulation to the following hospitals in our network for consistently maintaining an A grade from Leapfrog Hospital Rating since 2017:

- Jefferson Stratford Hospital (NJ)
- Lansdale Hospital (PA)
- Monmouth Medical Center (NJ)
- Morristown Medical Center (NJ)
- Riverview Medical Center (NJ)
- Saint Barnabas Medical Center (NJ)

Special recognition to these hospitals for achieving an A grade from Leapfrog Hospital Rating in the Fall of 2019:

Abington Memorial Hospital (PA)	NYU Langone Hospital - Tisch (NY)
Chilton Medical Center (NJ)	Ocean Medical Center (NJ)
Hospital of the University of Pennsylvania (PA)	Penn Presbyterian Medical Center (PA)
Inspira Medical Center Elmer (NJ)	Raritan Bay Medical Center (NJ)
Jefferson Cherry Hill Hospital (NJ)	RWJ University Hospital - Hamilton (NJ)
Jefferson Washington Township Hospital (NJ)	RWJ University Hospital - Rahway (NJ)
Jersey Shore University Medical Center (NJ)	RWJ University Hospital - Somerset (NJ)
Newark Beth Israel (NJ)	St. Francis Hospital - The Heart Center (NY)
Newton Medical Center (NJ)	

New USFHP Authorization Request Process

Effective 12/1/2019, USFHP has transitioned our Medical Utilization review to eQ Health, a recognized leader in the medical management field. They are committed to ensure our members continue to receive quality, compassionate care. eQ health will be your point of contact for utilization review, authorizations, and medical necessity appeals.

All authorization requests should be sent to our new fax line (866) 337-8690. Our goal is to make sure this transition is as smooth as possible for all our providers, and we are here to help. Please do not hesitate to call our Provider Line at (844) 356-4901 if you have any questions. We thank you for being our partner in providing quality care to our military families.

New Provider Portal Coming Soon

We are developing a new and improved Provider Portal. The new portal will offer a unique online tool for accessing benefit, eligibility, claims data and prior authorization requests. Stay tuned for updates.

As the world faces this unprecedented health crisis, USFHP would like to thank our entire healthcare community for sacrificing so much to care for our members, families, and friends.

Medical Records Requests

As part of the Defense Health Agency (DHA) quality management program, the US Family Health Plan (USFHP) may request a copy of the complete medical record for admission(s) to your hospital randomly selected for review, or if we receive a complaint, grievance or identify a potential quality issue. Abstracted medical records are not permitted. Requested medical records are required to be submitted to USFHP within 30 days of receipt of this notice. The preferred transmittal method is electronic (email, fax or CD) If no other method is available to your medical records department, paper copies may be submitted and reimbursed at standard TRICARE rates. Facilities or individual providers that are contracted with USFHP and/or reimbursed for this service are required to comply with this request. Failure to provide the requested medical record in a timely manner could lead to 100% pre-payment review. USFHP appreciates your compliance and thanks you

