



**SUBJECT:** Important Information About Coronavirus  
**SENT:** March 11, 2020

To our valued clients and business partners:

As an organization, HPI is taking appropriate steps around business continuity, including pandemic planning. Our planning efforts are meant to protect the health and safety of our employees, mitigate business and operational disruptions for our customers, and to responsibly carry out our regulatory and contractual obligations.

HPI is actively monitoring the coronavirus (COVID-19) outbreak and what it means for our brokers, clients, members and communities. We are reaching out to tell you about the actions HPI is taking to ensure our business operates without interruption, should the outbreak continue to intensify, and how HPI will handle payment of COVID-19 testing and treatment.

#### **COVID-19 Testing, Treatment and Billing**

The Centers for Medicare & Medicaid Services (CMS) recently added a new procedure code for COVID-19, and HPI will be configuring plans to add the code to the diagnostic testing benefit and waiving any member cost-sharing. This also will apply for all medically necessary COVID-19 testing, treatment, counseling and vaccinations (should they become available) at in-network doctor's offices, urgent care centers, telemedicine visits or emergency rooms without the requirement of prior authorization. Coverage for inpatient treatment will follow the benefits of the member's plan.

Cost-sharing for services received from out-of-network providers also will be waived should the urgent services be unavailable from in-network providers. HPI will continue to review coverage and cost-sharing policies to ensure that members can receive the appropriate COVID-19 testing and treatment without difficulties.

HPI has a robust health management program designed to support all of our members' needs, with a focus on those who are most vulnerable. In response to the COVID-19 outbreak, we are ensuring that our nurse care managers proactively address high-risk individuals in their daily interactions.

#### **Telemedicine Services**

For HPI members whose plans offer access to Doctor On Demand for urgent care video visits, Doctor On Demand will be launching a two-minute assessment based on CDC guidelines to help patients determine what precautions they should take in the event COVID-19 impacts their community. The assessment will provide personalized prevention recommendations and may be an option to help limit the spread of the disease, and for individuals in self-imposed quarantine to check in with a health care provider.

#### **Information for Members**

HPI members may visit [healthplansinc.com/COVID-19](https://healthplansinc.com/COVID-19) for timely information regarding COVID-19, including links to the Centers for Disease Control and Prevention website resources. Additionally, our members may call our COVID-19 dedicated phone number at **877-213-5225** with specific questions about how their plan covers COVID-19-related testing and treatment.

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If you have any questions about your plan and how it may be impacted by the COVID-19 outbreak, please reach out to your HPI account executive by phone or email, or email **COVID-19@healthplansinc.com**.