

# Coronavirus (COVID-19) Frequently Asked Questions for Medical Providers

According to the U.S. [Centers for Disease Control and Prevention \(CDC\)](#), the risk of infection of COVID-19 is currently low; however, as a medical provider you will face business operation concerns and patient questions, which we want you to feel prepared to address.

## How do I obtain information about COVID-19?

In conjunction with state health officials, including the [North Dakota Department of Health \(NDDoH\)](#), the CDC is helping the public prepare for and deal with COVID-19 in the U.S.

For medical providers, the CDC has issued [Interim Clinical Guidance for Management of Patients with Confirmed Coronavirus Disease 2019 \(COVID-19\)](#), March 2020, with recommended strategies and planning considerations.

The American Medical Association (AMA) also offers a resource center for providers at [www.ama-assn.org](http://www.ama-assn.org).

## [Executive Orders 2020-12 and 2020-12.1](#)

### Are employees who contract COVID-19 eligible for workers' compensation benefits?

No. Diseases to which the general public outside of employment are exposed are specifically excluded from workers' compensation coverage in North Dakota. COVID-19 fits into this exclusion. Even though it may be contended an employee contracted COVID-19 while working, the employee is not eligible for workers' compensation benefits for this type of illness.

Governor Doug Burgum has issued [Executive Order 2020-12](#) and [Executive Order 2020-12.1](#) for extending workers' compensation coverage for COVID-19 for frontline health care workers, first responders, and funeral service personnel. For more information please see WSI's [Coronavirus \(COVID-19\) Frequently Asked Questions for Employees](#).

## [COVID-19 and Your Medical Practice](#)

### Are telemedicine services eligible for reimbursement?

Yes. Workforce Safety and Insurance (WSI) is temporarily expanding eligible telemedicine services during the duration of the emergency declaration.

#### General Information

- WSI developed these guidelines based on a recent waiver authority issued by [Centers for Medicare & Medicaid Services \(CMS\)](#).
- Originating site may include the injured employee's home.
- Bill must include appropriate HCPCS or CPT code and Place of Service (POS) 02.
- Medical documentation must accompany the bill and support the telemedicine service charged.
- WSI does not apply POS differentials to the reimbursement rate. However, reimbursement for telemedicine services does not include any originating site facility fees, cell phones, internet connection or other equipment needed to establish the telemedicine service.

### Telehealth Visit

- Description: Visit with a provider using an interactive audio-video or audio only telecommunication system.
- Telehealth services must have modifier -95 appended to applicable service line item(s).
- Common telehealth visit codes include:
  - 99201-99215 (Office or other outpatient services)
  - G0425-G0427 (Telehealth consultations, emergency department or initial inpatient)
  - G0406-G0408 (Follow-up inpatient telehealth consultations)
- A provider may review CMS' [Covered Telehealth Services for Public Health Emergency for the COVID-19 Pandemic](#) for a complete list. WSI will honor a code from this list if the code is reimbursable in accordance with [WSI Fee Schedule](#).

### Virtual Check-In

- Description: Brief communication with a provider via telephone or other telecommunication device to decide whether an injured employee needs to have an office visit or other service; remote evaluation of recorded video and/or images submitted by an injured employee.
- Billable Codes:
  - 99441-99443 (Non-face-to-face telephone services)
  - G2012 (Brief communication technology-based service)
  - G2010 (Remote evaluation of recorded video or images)

### E-Visit

- Description: Communication initiated by an injured employee to a provider through a portal.
- Billable Codes:
  - 99421-99423 (Online digital E&M service)
  - 98970-98972 (Qualified nonphysician online digital E&M service)
  - G2061-G2063 (Qualified nonphysician online assessment)

### Does WSI's expansion of eligible telehealth services include therapy?

Yes, therapy services applicable to a remote environment will be allowed. The significant elements for therapy via telehealth are as follows:

- Originating site may be the injured employee's home.
- Utilization Review (UR) requirements and parameters for a therapy service will remain the same. An approval will be honored whether performed in a clinic or via telehealth. A provider may refer to the [Utilization Review \(UR\) Guide](#) for prior authorization requirement details.
- Bill must include appropriate CPT code with Place of Service (POS) 02 and modifier 95.
- Medical documentation must comply with WSI's [Physical Medicine and Rehabilitation Time-Based Services Policy](#). It must also reference the reason for using telehealth and the delivery method.

### Will WSI reimburse a laboratory testing code for COVID-19?

WSI may reimburse a code from the below list if the testing is related to a work injury.

Code	Description	Effective
G2023	Specimen collection for COVID-19	March 1, 2020
G2024	Specimen collection for COVID-19 from skilled nursing facility or lab on behalf of a home health agency	March 1, 2020
87635	Respiratory specimen of DNA/RNA to detect COVID-19	March 13, 2020
U0001	CDC labs testing for COVID-19	Feb 4, 2020
U0002	Non-CDC labs testing for COVID-19	Feb 4, 2020
86328	Testing for COVID-19 antibodies, single step method	April 10, 2020
86769	Testing for COVID-19 antibodies, multiple step method	April 10, 2020
U0003	COVID-19 test with amplified probe technique/high-throughput technology	April 14, 2020
U0004	COVID-19 test using high-throughput technology	April 14, 2020

## **Will WSI have delays in payment processing for medical services?**

No. WSI will continue to issue checks weekly. Current turnaround time for a billed charge is approximately 40 days. Delays due to COVID-19 are not anticipated. In the event unforeseen interruptions occur, WSI will notify providers as soon as possible.

## **If a facility received approval for a surgery, which has now been delayed, is a new request for prior authorization required?**

*Prior to July 1, 2020* – No. WSI temporarily waived the 90-day timeframe for surgery approvals due to the unanticipated business interruptions caused by the COVID-19 pandemic.

*On or after July 1, 2020* – Yes. WSI will require a new request for prior authorization after 90-days.

## **How can a health care professional from out-of-state obtain licensure in North Dakota?**

As directed by [Executive Order 2020-05.1](#) and as part of NDDoH's response to COVID-19, licensing requirements have been suspended for health care and behavioral health professionals currently licensed and in good standing in other states.

Interested health care and behavioral health professionals may complete the [Emergency Licensure Application](#) online with proof of identity, licensure and a letter of good standing from another state. If approved, a temporary emergency license will be issued at no cost. Licensure will be valid for the duration of the declared state of emergency only.

## **[Prevention and the spread of COVID-19](#)**

### **How should healthcare personnel protect themselves when evaluating a patient who may have COVID-19?**

While standards of care should be maintained, the CDC recommends taking a cautious approach. Patients with suspected or confirmed COVID-19 should be asked to wear surgical masks and evaluated in a private room with a closed door. Any healthcare personnel entering the room should use [Standard and Transmission-based Precautions](#).

### **How can a healthcare facility prepare for a COVID-19 outbreak?**

The CDC recommends taking the following actions:

- Work with local and state public health organizations, healthcare coalitions, and other local partners to understand the impact and spread of the outbreak in your area.
- Designate staff who will be responsible for caring for suspected or known COVID-19 patients and ensure that staff is trained on the [infection prevention and control recommendations for COVID-19](#) as well as the proper use of personal protective equipment.
- Monitor healthcare workers and ensure maintenance of facility staff and operations based on the CDC's [recommended work restrictions and monitoring](#) guidance.

## **[More Information](#)**

### **Where do I get more information?**

Health care organizations across the globe are working hard to arm everyone with knowledge they need to protect themselves. Here are some links to credible organizations that offer more information:

- [Centers for Disease Control and Prevention](#)

- [National Institute for Occupational Safety and Health](#)
- [Occupational Safety and Health Administration](#)
- [World Health Organization](#)
- [North Dakota Department of Health](#)
- [American Medical Association](#)
- [CMS New Billing Codes for COVID-19](#)