**Ohio** | **Department of Medicaid**

**Mike DeWine,** Governor
**Jon Husted,** Lt. Governor

**Maureen Corcoran,** Director

# COVID-19
# Managed Care Plan
# Emergency Provisions
April 9, 2020 – Updated June 10, 2020

## Background

In late 2019, the world was alerted to a new and fast spreading virus caused by exposure to a novel coronavirus now commonly referred to as COVID-19. Faced with the potential of a global pandemic, Ohio Governor Mike DeWine took a leading role to prepare the state during this impending health crisis.

On March 9, 2020, Governor DeWine issued Executive Order 2020-01D to declare a state of emergency in Ohio and protect the wellbeing of citizens from the effects of COVID-19. Under his direction, state agencies came together to ensure continuous healthcare and financial assistance for those at risk. It was because of this quick response that Ohioans were able to reduce the impact of the virus to flatten the curve and slow the spread of COVID-19.  As we progress through the pandemic, changes are being made to the initial emergency provisions made by ODM and Managed Care Organizations.

## Policy Updates

In response to the Executive Order 2020-01D, the Ohio Department of Medicaid (ODM), in collaboration with the Medicaid Managed Care Plans (MCPs) and MyCare Ohio Plans (MCOPs)*, implemented emergency provider agreement changes affecting pharmacy benefits, telehealth services and service authorization requirements. These changes were intended to remove barriers to care, and to safeguard individual health and wellbeing while reducing burdens on hospitals and providers.

ODM's managed care emergency provisions are being revised in the July 1, 2020 managed care provider agreements. They can be found online at:  https://medicaid.ohio.gov/Managed-Care/For-Managed-Care-Plans

## Pharmacy Initiatives – Managed Care Plans and MyCare Ohio Providers

To ensure members can receive current, and new prescriptions timely, ODM, through its work with MCPs and MCOPs, will continue to ease several restrictions in their pharmacy benefits. On July 1, 2020, the following emergency pharmacy provider agreement provisions will remain.  Plans will:

1. Enable members to receive pharmacy benefits regardless of the pharmacy's status as an in-network or out-of-network provider.
2. Relax the medication refill threshold on selected pharmaceuticals – billing documents should include the code to SCC 13 when submitting claims.
3. Authorize reimbursements to pharmacies to dispense an emergency medication refill without a prescription in accordance with ORC section 4729.281.
4. Waive member co-pays temporarily, regardless of whether the use is related to COVID-19.
5. Continue to authorize 90-day supplies of certain maintenance medications.

The six-month extension of prior authorization will be discontinued and the allowance for pharmacy providers to dispense and receive payment for over the counter medications will also be discontinued.

For questions regarding this guidance, please contact Medicaid_pharmacy@medicaid.ohio.gov

* For the MCOPs, the guidance is only applicable services where Medicaid is the primary payer.

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## Timely Filing of Claims

MCPs and MCOPs will continue to extend timely filing limits to accept claims from all provider types for up to 365 calendar days from the date of service.

## Leveraging Managed Care Plans Assistance

The MCPs are committed to helping hospitals, and other facilities, with discharge planning to minimize barriers to care in the community. As plan case managers assess the members, they can wrap additional services, or resources, around the member if comorbidities are identified. Plans will be able to help providers with discharge planning activities to ensure appropriate care and preparation for minimal disruption in services in the outpatient setting. Facilities must notify MCPs and MCOPs of all member admissions for proper preparation. For information about waiver services authorized by MyCare Ohio plans, please read the Care Management Emergency Protocol.

| Aetna | Buckeye | CareSource | Molina | Paramount | UHC |
|---|---|---|---|---|---|
| **Phone** 855-364-0974 | **Phone** 866-246-4359 | **Phone** 800-488-0134 | **Phone** (questions only) 855-322-4079 | **Phone** 419-887-2520 800-891-2520 | **Phone** 800-366-7304 |
| **Fax** 855 734 9389 | **Fax** 1-866-753-7547 | **Fax** 1-888-752-0012 | **Fax** 800-961-5160 | **Fax** 419-887-2028 or 866-214-2024 | |
| **Waiver Services** 855-364-0974 | | | **Provider Portal** | | |

## Prior Authorizations Relaxed – Managed Care Plans

The MCPs will resume prior authorization requirements for services beginning on July 1, 2020.

The MCPs will continue to honor any previously approved prior authorization for a treatment, procedure, or service for up to six months when the treatment, procedures, or services was postponed between March 27, 2020 and June 30, 2020.

## MCP/MCOP Telehealth Service Expansion

Governor DeWine has implemented two emergency telehealth rules for Medicaid members and beneficiaries in response to the COVID-19 pandemic. In addition to provisions laid out in under ODM's telehealth rule, Medicaid members and beneficiaries may seek telehealth services from any authorized provider regardless of in-network or out-of-network status.

\* For the MCOPs, the guidance is only applicable services where Medicaid is the primary payer.

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The Ohio Department of Medicaid (ODM) and the Ohio Department of Mental Health and Addiction Services (OhioMHAS), in partnership with the Governor's Office, executed emergency rules to expand and enhance telehealth options for Ohioans served by Medicaid, and their providers. These rules relax regulations so more people can be served safely in their homes, rather than travelling to health care providers' facilities. They loosen requirements for patient-provider interactions, broaden the network of providers that can bill Medicaid, the MCPs, and the MCOPs for telehealth services, and greatly expand the list of services that can be billed.

ODM's emergency rule implemented by Medicaid fee-for-service, Medicaid Managed Care Plans (MCPs), and MyCare Ohio Plans (MCOPs) is available at:
https://medicaid.ohio.gov/Portals/0/For%20Ohioans/Telehealth/ODM-Emergency-Telehealth-Rule.pdf
For a copy of Executive Rule 2020-09D expanding telehealth authority, click here.

ODM, the MCPs and MCOPs are committed to offering the support Medicaid beneficiaries and their providers need during the COVID-19 pandemic.

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