



NETWORK *Notification*

Notice Date: July 21, 2020
To: CareSource Ohio Providers
From: CareSource
Subject: COVID-19: Emergency Provisions Update
Effective Date: July 1, 2020

Summary

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>.

Impact

Pharmacy Initiatives

To ensure members can receive current and new prescriptions in a timely manner, 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:

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

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.

Prior Authorizations Relaxed

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, procedure, or service 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 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.

Questions?

For all general questions related to COVID-19, please contact the Ohio Department of Health (ODH) at **1-833-427-5634** (1-833-4-ASK-ODH).

For all other questions, please contact CareSource's Provider Services at **1-800-488-0134**. Our hours of operation are Monday through Friday, 8 a.m. to 6 p.m. Eastern Standard Time.

Please continue to visit CareSource's [COVID-19 Provider Resource Center](#) for the latest updates.

OH-Multi-P-174870