News Update - Coronavirus (COVID-19) Information for Providers

March 16, 2020

Dear Commonwealth Care Alliance providers:

As you know, the 2019 Novel Coronavirus Disease (COVID-19) outbreak has presented a public health emergency across the world. Commonwealth Care Alliance (CCA) remains committed to working with our provider partners to provide the highest quality, individualized care to the members we so proudly serve. We are also working to help enable our members to remain in their homes in order to help reduce COVID-19 exposure and transmission, and to preserve health system capacity for the duration of this public health emergency. As part of these efforts, we have implemented the following:

- CCA will cover the full cost of diagnostic tests for COVID-19. CCA members who meet Centers for Disease Control and Prevention (CDC) guidelines for testing will have no co-pay, coinsurance, or deductibles for these tests.
- Effective March 10th–April 9th 2020, CCA members can refill their medications early (without being rejected for filling too soon). This will help ensure they have an adequate supply of medications so they have the ability to remain at home during the COVID-19 outbreak.
- All administrative barriers, such as prior authorizations and referrals, for medically appropriate care for COVID-19 will be removed.
- CCA will permit qualified providers to deliver clinically-appropriate, medically-necessary CCA-covered services to CCA members via telehealth. Providers are encouraged to use appropriate technologies to communicate with individuals and should, to the extent feasible, ensure the same rights to confidentiality and security as provided in face-to-face services.
- CCA will cover all medically necessary COVID-19 treatment at doctor's offices, emergency rooms and urgent care centers within the United States or internationally. Consistent with the guidance issued by the Massachusetts Department of Insurance, this will include the cost of vaccination, once a COVID-19 vaccine is available.

CCA also continues to follow the recommendations from the CDC and the Massachusetts Department of Public Health (DPH) to keep our members and employees safe. We encourage providers to consult the CDC, the DPH, Mass.Gov Coronavirus and CCA websites for the most up to date information.

We will continue to provide updates to you as they become available. If you have any questions, please contact CCA’s Provider Services at 866-610-2273.
Thank you for your continued support and the quality of care you provide to CCA members as we work through the challenges of COVID-19.

Regards,
Commonwealth Care Alliance Provider Services