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## COVID-19 (Novel Coronavirus) Frequently Asked Questions (FAQs) for Medicaid Providers

*Updated 10/13/2020*

**1. QUESTION: Does Nevada Medicaid cover testing for coronavirus (COVID-19)? (Updated)**

**ANSWER:** Yes, Nevada Medicaid covers the COVID-19 diagnostic and serology tests. All covered COVID-19 services and codes are listed in our COVID-19 General Billing Guide and COVID-19 Community-Based Testing Billing Guide. These can be found at <https://www.medicaid.nv.gov/providers/BillingInfo.aspx>.

If a COVID-19 CPT code does not have an assigned rate from the Centers for Medicare and Medicaid Services (CMS), claims will suspend until system configurations are completed, at which time claims will be released for reimbursement.

**2. QUESTION: What are the diagnosis codes for COVID-19? (Updated)**

**ANSWER:** The COVID-19 diagnosis codes include:

- U07.1 - Virus identified is assigned to a disease diagnosis of COVID-19 confirmed by laboratory testing.
- Z71.1 - Person with feared health complaint in whom no diagnosis is made.

Please note, all COVID-19 billing instructions are outlined in our COVID-19 General Billing Guide and COVID-19 Community-Based Testing Billing Guide. These can be found at <https://www.medicaid.nv.gov/providers/BillingInfo.aspx>.

**3. QUESTION: What are the reimbursement rates for the COVID-19 diagnostic test and serology antibody test? (Updated)**

**ANSWER:** Nevada Medicaid is reimbursing providers at 100% of the CMS rates for COVID-19 diagnostic and serology tests. All reimbursement rates can be found in the provider portal at <https://www.medicaid.nv.gov/>.

If a COVID-19 CPT code does not have an assigned rate from the Centers for Medicare and Medicaid Services (CMS), claims will suspend until system configurations are completed, at which time claims will be released for reimbursement.

**3. QUESTION: Will Nevada Medicaid cover the costs of COVID-19 care?**

**ANSWER:** Nevada Medicaid providers reimbursement for medically necessary services. Care and treatment for COVID-19 will be covered and reimbursed in accordance with current Medicaid policy.

**4. QUESTION: I've heard that Nevada Medicaid will cover the uninsured population and Emergency Medicaid. (Updated)**

**ANSWER:** Nevada Medicaid was approved by CMS to allow for those who are uninsured to apply for COVID-19 Temporary aid. This allows eligible individuals to have Nevada Medicaid coverage only for COVID-19 assessments, COVID-19 diagnostic or serology tests, and chest x-rays to assist in the diagnosis. This plan does not cover any COVID-19 treatment services.

Emergency Medicaid is only for eligible non-citizens/aliens who have a emergency medical condition that must be treated immediately such as labor and delivery, extreme pain, or other acute symptoms that in the absence of immediate medical attention could reasonably be expected to result in:

- Placing the person's health in serious jeopardy,
- Serious impairment to bodily functions, or
- Serious dysfunction of any bodily organ or part.

If a non-citizen/alien does not meet this definition, than COVID-19 services will not be covered.

**5. QUESTION: Is telehealth a covered service for COVID-19?**

**ANSWER:** Yes, telehealth is currently an allowable Medicaid service. Providers must diagnose and treat within the scope of practice. New developments using this service delivery model are posted at [dhcfp.nv.gov/COVID19](http://dhcfp.nv.gov/COVID19) under the Provider links.

More information about telehealth coverage is available in the Medicaid Services Manual (MSM) Chapter 3400 located at <http://dhcfp.nv.gov/Resources/AdminSupport/Manuals/MSM/C3400/Chapter3400/>.

**6. QUESTION: Is a telehealth visit covered if the patient participates from their home?**

**ANSWER:** Yes, the distant site (where the provider is located) is covered even when the patient participates from home. When the patient participates from home, there is no reimbursement for a facility fee.

**7. QUESTION: Will Nevada Medicaid cover the COVID-19 vaccine when it becomes available? (New Question)**

**ANSWER:** Yes, this vaccine will be covered.

**8. QUESTION: Will there be changes to pharmacy benefit?**

**ANSWER:** Nevada Medicaid is allowing recipients to refill certain medications early to ensure they have an uninterrupted supply during the Coronavirus disease (COVID-19) threat. The standard refill threshold level for non-controlled substances is being reduced from 80% to 50%. This means that these types of medications will require that 50% of the supply has been used before the next fill is allowed. Medications classified as controlled substances will continue to require that 90% of the supply has been used before the next fill is allowed.

Nevada Medicaid recipients with active eligibility may obtain a one-time early refill of their prescription medications if they have refills remaining on file at a participating retail or mail-order pharmacy. The refill obtained will stay consistent with the standard days' supply

previously filled by the member as allowed by their plan (e.g., 34- or 100-day supply). The “refill too soon waiver” will be continuously evaluated to determine the appropriate duration based on Centers for Disease Control and Prevention (CDC) guidance, federal and state declarations, and any other relevant data. Updated web announcements will be posted as the situation progresses.

If there are any issues with accessing medication, please contact the OptumRx Technical Call Center (Pharmacy Help Desk) at (866) 244-8554.

**9. QUESTION: Where can I find additional information regarding state updates on COVID-19 activities?**

**ANSWER:** There are two comprehensive websites detailing Nevada’s response and efforts related to the 2019 Novel Coronavirus:

- [http://dpbh.nv.gov/Programs/OPHIE/dta/Hot\\_Topics/Coronavirus/](http://dpbh.nv.gov/Programs/OPHIE/dta/Hot_Topics/Coronavirus/)
- <https://nvhealthresponse.nv.gov/>.

**10. QUESTION: Is there information available regarding diagnosis and treatment?**

**ANSWER:** The following link will take you to the CDC’s website with the most up-to-date information regarding COVID-19. <https://www.cdc.gov/>.

**11. QUESTION: What is Medicaid doing in response to COVID-19?**

**ANSWER:** Medicaid is currently working closely with local, state, and federal government agencies and business health partners to ensure the health and safety of Medicaid recipients. Policy and systems are currently being evaluated to ensure that providers have access to the necessary services to screen, diagnose, and treat Medicaid recipients.

Additional and current information regarding Medicaid’s efforts and response can be found at <http://dhcftp.nv.gov/covid19/>.

**12. QUESTION: If I have a recipient with questions regarding their Medicaid benefits, where can I send them to?**

**ANSWER:** The following link includes a recipient specific frequently asked questions that can be provided to your patients who have questions regarding their Medicaid benefits, <http://dhcftp.nv.gov/covid19/>.

**13. QUESTION: What if I have a Medicaid recipient who is enrolled in a Managed Care Organization (MCO)?**

**ANSWER:** Please see below for a list of MCO contact information:

**Anthem Blue Cross and Blue Shield Healthcare Solutions**  
(844) 396-2329

**Dental: Liberty Dental Plan**  
(866) 609-0418

**Health Plan of Nevada**  
(800) 962-8074

**SilverSummit Healthplan**  
(844) 366-2880