

OFFICIAL COMMUNICATION

OPERATIONAL NETWORK MANAGEMENT DEPARTMENT

Dear MCS Advantage and MCS Life Providers:

Given the national coronavirus (COVID-19) emergency in Puerto Rico, we have taken a number of steps to ensure our members and insureds continue to receive access to the healthcare services they need, while ensuring continuity of our operations. Our role at this time is crucial and of paramount importance.

Below is a list of frequently asked questions that can help guide you if you have questions about how we're serving the needs of our insureds, members and all our constituents.

Clear Communication is Key

We are constantly updating the information on the *MCS Conexión de Salud* page. You can be confident that we are a reliable source, along with the Centers for Disease Control and Prevention (CDC), the Centers for Medicare and Medicaid Services (CMS), the Department of Labor, the Department of Health, regulatory agencies, and information from our operations.

Frequently Asked Questions:

I. Access to Services and Coverage:

a. Providers:

I. Will COVID-19 tests be covered?

Yes. COVID-19 tests approved by the Food and Drug Administration (FDA) are covered without a copayment for MCS Life insureds and MCS Classicare members.

The Centers for Medicare and Medicaid Services (CMS) developed two codes under the Healthcare Common Procedure Coding System (HCPCS) to bill and monitor new COVID-19 cases. These codes must be used for claims for both lines of business, as applicable:

Code	Description
U0001	<u>CDC</u> 2019 Novel Coronavirus (2019-nCoV) real time RT-PCR Diagnostic Panel – (code established in February 2020)
U0002	<u>non-CDC</u> laboratory tests for SARS-CoV-2/2019-nCoV (COVID-19) (code established in March 2020).

2. What is the protocol to follow if I receive a member/insured with symptoms?

You must follow the protocol published by the Department of Health. You can access the protocol by visiting the department website: <http://www.salud.gov.pr/Pages/coronavirus.aspx>

3. What diagnostic codes should I document in COVID-19 patient diagnostic claims?

The CDC has published a supplement to the ICD-10-CM Official Coding Guide to report COVID-19-related encounters. For code details and their applicability, refer to the *Official Communication - Covid-19 Coding and Billing* document we sent to our providers on March 16, 2020 through MCS *Conexión de Salud*. This communication is also published on Provinet.

4. Quest Diagnostics, Toledo Laboratories and Borinquen Laboratories are authorized by the government to conduct the test. Are they in the MCS Life and MCS Advantage laboratory networks? Where are these laboratories located?

These laboratories are in our network. However, they do not take samples – they only process them. Sampling must be done at a general laboratory.

To find participating labs and their location, go to our websites mcs.com.pr and mcsclassicare.com and search for the address and contact information in the Provider Directory we have available for your reference.

5. What alternatives do insureds and members have if they have symptoms associated with COVID-19?

We have the MCS *Medilínea MD* (1.888.818.8502) and MCS *Medilínea* (866.727.6271) medical consulting lines available via phone. Copayments do not apply.

Primary physicians and specialists can conduct consultations via phone and other methods to attend to patients. In the case of electronic communications, the methods must comply with the provisions of the 1996 Health Insurance Portability and Accountability Act (HIPAA).

For the duration of the Emergency Declaration of March 13, 2020, MCS Life and MCS Advantage have authorized the use of the codes reported in the *Official Communication - Covid-19 Coding and Billing* document for new patients and those already established. Copayments do not apply. Check the applicable payment regulations and rates on Provinet.

6. How will the COVID-19 state-of-emergency pharmacy benefit be handled?

MCS will ensure that insureds and members have access to their drug therapy as soon as possible. Therefore, the following actions have been determined:

- MCS Classicare – will continue the inactivation of the *Refill Too Soon* orders and access to pharmacies outside the MCS Classicare network.

- MCS Life – *Refill Too Soon*, pre-authorization, step therapy, medical specialty requirements, mandatory mail and limited quantity orders were inactivated.

These exceptions will be subject to the eligibility of members and insureds, with the benefit part of the applicable coverage. In addition, the services provided must meet the clinical medical need criteria.

II. As for day-to-day business efforts with our clients, here are answers to some of the questions you may have:

I. Do the meetings scheduled with our provider service specialists in these coming days still stand?

For meeting schedules, you can contact your Provider Service Specialist. Also, a phone number will be provided specifically for conference call meetings with participants who prefer to connect remotely. This applies to internal and external meetings.

III. Safety measures taken to ensure the health of our employees:

1. If an employee feels ill or has any symptoms, the appropriate protocol will be immediately activated to handle each particular situation. In addition, employees have been instructed not to show up at their workplace, and to notify their supervisor immediately if they are feeling sick or present symptoms, or have been in a potential COVID-19 exposure situation.
2. We have installed hand sanitizer stations in all vestibules by the elevators.
3. We are cleaning and disinfecting our elevator cabins daily, both internally and externally.
4. All bathroom doorknobs are being disinfected 3 to 4 times a day. We are also disinfecting our kitchen equipment and the hallways.
5. We've modified sink faucets so that it is only necessary to press them once and have time to wash one's hands without having to press them again.
6. We're supplying all service centers with hand sanitizers.

IV. Other social distancing measures:

1. We are not greeting each other with handshakes, hugs or any other kind of physical contact.
2. We're identifying additional spaces for our call centers in order to provide more space between each employee.

V. As a preventive action, we've previously communicated to the general public that we recommend:

1. Washing hands frequently for at least twenty (20) seconds.
2. If soap and water aren't available, use an alcohol-based disinfectant that contains at least 60% alcohol.
3. Avoid touching your face, nose or mouth.
4. Stay away from people who have respiratory infection symptoms.

5. If you have symptoms or understand that you have been in a situation where you were exposed to COVID-19, call your doctor before you go to your office.

Our ongoing commitment is to protect Puerto Rico's health, and we're making every possible effort to help stop the spread of COVID-19. Your health and well-being are always our priority. We invite you to stay tuned to our official communication updates.

For additional information on this topic, you can contact the Provider Service Call Center at 787.620.2535 (metro area) or 1.800.981.4766 (toll free), Monday to Friday from 8:00 a.m. to 5:00 p.m., and Saturday from 8:00 a.m. to 1:00 p.m., or your Account Executive.

Take care,

Dr. Inés Hernández Roses
Chief Medical Officer

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