

In response to the current events surrounding the public health emergency and its effects on healthcare providers and the delivery of care, Moda wants to make sure you know what we are doing to support you and preserve the continuity of care.

We have taken the steps below to benefit providers and members alike.

**Eliminating barriers to delivery of care by:**

- > Extending individual plan member and employer group grace periods for payment of premium
- > Providing flexibility for employer group eligibility requirements so that employers can keep employees on their plan
- > Waiving member cost share for COVID 19 testing\*
- > Waiving member cost share for the in-network treatment of COVID-19 – through May 31st\*

**Helping doctors, specialists and other providers care for patients through:**

- > Expanded benefits for virtual visits to comply with social distancing guidelines
  - Members can reach providers through telephone, video, text and other options to get care during the COVID-19 crisis
  - This includes preventive services and services related to COVID-19 with both primary care and behavioral health providers
- > Provider reimbursement for telehealth services is at the same level as in-person care

**Easing access to medications and equipment:**

- > “Refill too soon” policies for medications and medical equipment have been adjusted to ensure members have needed medications and supplies on hand
- > Monitoring for critical prescription supply shortages

**Proactive outreach to high-risk members:**

- > Moda’s Care Management team is reaching out to high-risk members to ensure they have the support and care that they need.

**Easing Provider Administrative Burden:**

- > Extending approved date range on prior authorizations.
- > Temporarily offering provisional credentialing and waiving verification of certain elements.
- > Extending claim submission and utilization management deadlines

**Offering financial support to providers by:**

- > Accelerating payments on provider risk-sharing agreements
- > Expanding use of Alternate Payment Models that provide reimbursement not dependent on Fee For Service (FFS) volume, for qualifying providers.

*\*Please note these additional benefits apply to most fully insured Individual and Employer group plans. Self-funded plans, OEGB, PEBB, Medicare Supplement and Medicare Advantage may not offer this same coverage. For the most current coverage details across our lines of business, please visit [modahealth.com/community/covid-19](http://modahealth.com/community/covid-19)*

**We thank you for your service to our members and our communities.**