

MEMORANDUM

TO: FirstCarolinaCare Participating Providers
FirstMedicare Direct Participating Providers

FROM: Jenifir J. Bruno, M.D., SFHM,
Medical Director, FirstCarolinaCare Insurance

DATE: March 16, 2020

SUBJECT: COVID-19 Update

As concern continues to grow about the novel coronavirus that causes COVID-19, FirstCarolinaCare (FCC) and FirstMedicare Direct (FMD) are working closely with local and state health partners to keep our members safe and provide appropriate coverage in their time of need and we want to keep you informed of our actions.

FCC and FMD will provide coverage for medically necessary COVID-19 testing at no co-sharing for the member. Please use CPT U0001 for tests performed at a CDC lab and U0002 or 87635 for tests performed by a commercial lab. LabCorp, BioReference Labs and Quest Diagnostics are in-network and are performing testing.

For members that have an active prescription available for refill, we are allowing one early refill for most medications. Exclusions include requests for most opioids and specialty medications, and instances where the member already has 30 or more days of medicine remaining. We also recommend that members fill maintenance medications for 90-day supplies if possible.

During this time of need and in effort to assist you to treat patients in the appropriate setting, FCC and FMD are both expanding benefits for telehealth and/or virtual doctor visits for appropriate patients. Members may utilize FirstHealth On the Go with no cost-sharing for the next 30 days. We are also allowing any provider who offers telehealth to perform and bill for a telehealth service at no cost-sharing for the member. The encounter must be filed with place of service 02 code and the applicable CPT codes are 99421, 99422 and 99423.

For more information regarding COVID-19, please visit www.firstcarolinacare.com, www.firstmedicare.com, www.firsthealth.org/coronavirus, www.cdc.gov or www.ncdhhs.gov.

Thank you for working with us to take care of our members and our community. If you have any questions or need assistance, please call me at (910) 715-5048 or Barbara Adcock, Director of Provider Relations, at (910) 715-8115.