

COVID-19 Response - Provider Guidance

Sendero Health Plans will allow the following services for dates of service March 1, 2020 and after, unless otherwise noted:

- All COVID-19 testing will be covered for Sendero members with no cost-sharing. This includes codes U0001, U0002, and 87635. This also includes COVID-19 specimen collection codes G2023, G2024, and C9803.
- Effective for dates of service April 14, 2020 and after COVID-19 testing codes U0003 and U0004 will be covered for Sendero members with no cost-sharing.
- Effective for dates of service May 20, 2020 and after COVID-19 testing code 0202U will be covered for Sendero members with no cost-sharing.
- Effective for dates of service June 25, 2020 and after COVID-19 testing codes 87426, 0223U, and 0224U will be covered for Sendero members with no cost-sharing.
- Effective for dates of service September 8, 2020 and after COVID-19 testing code 86413 will be covered for Sendero members with no cost-sharing.
- All COVID-19 antibody testing will be covered for Sendero members with no cost-sharing. This includes codes 86328 and 86769.
- All COVID-19 testing related services such as office visits, telehealth/telemedicine visits, urgent care visits, and ER visits will be covered for Sendero members with no cost-sharing.
- In-network COVID-19 treatment, including hospitalization, will be covered for Sendero members with no cost-sharing.
- For all COVID-19 related testing and treatment claims Sendero will follow CMS guidance and require the “CR” (catastrophe/disaster related) modifier on claims submitted using the ASC X12 837 professional claim format or paper Form CMS-1500. The “DR” condition code is required for claims submitted using the ASC X12 837 institutional claims format or paper Form CMS-1450. Sendero will also accept the “CS” modifier, in lieu of “CR” or “DR”, to designate COVID-19 related testing and treatment claims. Providers should NOT charge Sendero members any co-insurance and/or deductible amounts for these services. Please refer to the guidance at <https://www.cms.gov/files/document/se20011.pdf> and <https://www.cms.gov/files/document/2020-04-07-mlnc-se.pdf> for more information.

Telehealth/Telemedicine Visits

- Sendero will cover in-network telehealth/telemedicine services, including phone consults, for all specialties with the exception of the Home Health PT/OT/ST and ABA therapy services outlined in Sendero’s guidance document [“Billing for Telehealth Therapy Services during the COVID-19 Response”](#) located in the News tab at <https://www.senderohealth.com/providers>

- Do I need a modifier for telehealth/telemedicine services? No modifier is required, however Sendero requires that you append place of service (POS) code 02 Telehealth to indicate “the location where health services and health related services are provided or received, through a telecommunication system.”
- What telemedicine phone calls are not billable? Telephone calls with office staff and other calls for administrative purposes, including requests for refills, scheduling, payment or billing issues are not billable services. Please refer to this [FAQ](#) for more information.

Other Helpful Links

- COVID-19 diagnosis coding guidance: <https://www.cdc.gov/nchs/data/icd/interim-coding-advice-coronavirus-March-2020-final.pdf> and <https://www.cdc.gov/nchs/data/icd/COVID-19-guidelines-final.pdf>