

April 13, 2020

MEDICAID ALERT

TO: All Providers

SUBJECT: Coronavirus Disease 2019 (COVID-19) Provider FAQ Page, Telehealth Fee Schedule Now Available

On Friday, March 13, 2020, President Donald Trump declared a national emergency due to coronavirus disease 2019 (COVID-19) and Governor Henry McMaster declared a state of emergency for the state of South Carolina. As a part of the state's preparation and response to COVID-19, the South Carolina Department of Health and Human Services (SCDHHS) has issued guidance to modify the Medicaid benefit to align with the principles of social distancing, especially in cases where deferring care is not appropriate. These temporary policy changes are available on the agency's COVID-19 website, www.scdhhs.gov/covid19, along with resources for providers, managed care organizations (MCOs), contractors and Healthy Connections Medicaid beneficiaries.

SCDHHS has also published the fee schedule for telehealth codes that have been created during the public health emergency and published further guidance for providers through a newly launched COVID-19 frequently asked questions (FAQs) page. Both resources are available on the agency's COVID-19 website (the [fee schedule is here](#) and the [FAQ page is here](#)).

SCDHHS has received a significant amount of input, questions and suggestions from stakeholders regarding how to best serve Medicaid beneficiaries. The agency is continuing to review this feedback and will update the FAQ page and continue to provide guidance through future Medicaid bulletins. Providers should continue to submit their questions to covid@scdhhs.gov. SCDHHS has also published the presentation from the April 6 webinar [on its COVID-19 site](#).

Topics addressed in the FAQ responses now available include:

- Behavioral Health Covered Services;
- Billing and Reimbursement;
- MCOs' Covered Services;
- Physical, Occupational and Speech Therapies; and
- Telehealth Documentation.



Thank you for your continued support of the South Carolina Healthy Connections Medicaid program. SCDHHS looks forward to continuing its partnership with health care providers and all those involved in the health care delivery system to maintain access to the high-value, evidence-based services that are available to Healthy Connections Medicaid members during this unprecedented public health emergency.