

Dear HMSA Provider,

Thank you for your participation in HMSA's Payment Transformation Program. With everything that's going on due to the COVID-19 outbreak in Hawaii, we understand that this is a challenging time for you and your office staff, and we appreciate all that you're doing to help keep our members, their families, and our communities safe.

We've received many questions about our expanded telehealth policy and how it will affect those of you who are participating in payment transformation. One of the main goals of the program was to ensure that your revenue would not stop in situations like these. That's especially important now that caring for your patients is completely different from what you were used to before.

We've put together a short list of frequently asked questions for you to reference. If you still have questions after this, please reach out to us. Social distancing is so important right now and we want to do all we can to help you be available to your patients and deliver the care that they depend on.

Mahalo,

Cary Koike  
Director, Strategic Network Relations

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## Frequently Asked Questions

COVID-19 and Telehealth

Payment Transformation/Quality Management

### **Will HMSA take the COVID-19 situation into consideration when scoring 2020 Payment Transformation measures?**

Yes. HMSA is currently working on a plan to address the COVID-19 situation and how it will affect scoring for this year. We're looking at several different options (including possible exemptions, lowered thresholds, and extensions) with the goal of supporting our provider community and our members.

At this time, there's not enough information to decide on the best way to proceed. Once we can determine the scope of the impact of COVID-19, we'll work with our state and national stakeholders to align our efforts, choose the best path forward, and share the information that you need.

### **With the current recommendations to practice social distancing, does HMSA still plan to measure providers on their ability to close care gaps?**

While it's too early to give specifics, scoring adjustments will be made in response to the COVID-19 situation. For now, HMSA has expanded its telehealth services policy to make it easier for providers to deliver care in a way that will protect both the provider and the patient.

The Payment Transformation Program currently has a process in place that allows providers to close care gaps by phone. Please refer to the [Closing Care Gaps with Phone Conversations](#) document for more details and requirements.

Our current processes don't address all questions or measures during these uncertain times, but they'll give you an opportunity to deliver care without face-to-face contact when appropriate.

### **Will e-visits, telehealth visits, and visits on HMSA's Online Care® trigger visit-based measures for these patients (depression screen, BMI, etc.)?**

Telehealth, telephone, and online visits won't trigger open care gaps for the body mass index assessment, depression screening, and tobacco screening measures.

Telehealth visits will trigger visit-based measures if other denominator requirements are met, such as comprehensive diabetes exam (eye exam, HbA1c, blood pressure, nephrology) and statin therapy.

### **The SBIRT measure requires "in-person training" with a July deadline. Will there be online training options available now that the COVID-19 situation discourages gathering in groups?**

The SBIRT measure is one that's necessary to align with the Hawaii Department of Health Alcohol and Drug Abuse Division processes. We've reached out to the state with the goal of offering an online option or an extension. We'll share that decision with you as soon as it's made.

**If I'm in the Payment Transformation Program, will I be reimbursed anything additional for telehealth services?**

We developed the Payment Transformation program to allow providers the freedom to practice in the way they feel is best suited to treat their patients. The ability to use any appropriate telehealth modality has been a part of PT from the beginning. The global payment that you're receiving already covers the use of telehealth and you won't receive additional compensation. The exception to that is current use of HMSA's Online Care (HOC) platform. At this time, you'll receive additional compensation if you use HOC. We'll revisit this in the future.

**Where can I get more information about providing telehealth visits?**

Go to [hmsa.com](https://www.hmsa.com) and visit the Provider Resource Center. There's an FAQ on billing codes and additional information on providing telehealth services.