

Attention Home Health Providers:

In an effort to eliminate any barriers to care that might exist in relation to the COVID 19 virus, we are going to temporarily allow telehealth services for home health care for state plan only Medicaid home health providers, not waiver providers, at this time. This will be effective March 31, 2020. Claims that are submitted for payment may be reviewed through our utilization management vendor for appropriateness of telehealth.

Please follow the telehealth policy in the CMS 1500 Provider Manual, <https://wymedicaid.portal.conduent.com>, using the GT modifier to identify the claims. For example, revenue code 0421 should be used with the GT modifier for home health physical therapy services via telehealth.

Wyoming Medicaid will allow home health providers to use telephonic services only during this public health emergency time. Please add the GT modifier to any services that are provided via telephone and don't forget to document the service was received via telephonic or telehealth in the client's record.

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To slow the spread of COVID-19, this guidance is to prevent home health providers from becoming sources of disease transmission among the vulnerable individuals they serve. Wyoming Medicaid strongly urges home health providers to take the following steps while providing support for non-emergency medical care, activities of daily living, and instrumental activities of daily living.

• **Direct care workers should take precautions as follows, pursuant to CDC Guidance here:**

- If a visit must be made to sustain the life of a client confirmed to have COVID-19 or a Person Under Investigation for COVID-19, the client should wear a disposable facemask during the visit. If the client is unable to wear a disposable facemask, then the direct care worker should wear a disposable facemask.
- Facemask and gloves should be used while handling patient's blood, stool, or bodily fluids.
- Gloves and facemasks should be discarded immediately after use with a client who is confirmed or suspected to have COVID-19.
- Hands should be washed with soap and water after removal of gloves and facemask.

• **Direct care workers who are sick should stay home for at least 14 days. Direct care workers should screen themselves for respiratory and fever symptoms prior to any in-home visits. If symptoms exist, direct care workers are instructed to contact the care manager and notify them that service will not be provided.**

Please contact Provider Relations at 1-800-251-1268 if you have any questions or concerns.

Provider Communication Information:

- Emails sent directly to providers from the [WYCUSTOMERSVC@conduent.com](mailto:WYCUSTOMERSVC@conduent.com) email.
- Email date: 4/01/20
- Approximate time: 10:50 AM MT
- Audience:
  - **251E00000X**