



# Support for Medicaid Providers

April 8, 2020

## **SUPPORT FOR MEDICAID PROVIDERS**

IAMHP, along with its member plans are committed to ensuring Medicaid members continue to receive the services and care they need during this public health crisis.

With over 12,000 cases of COVID-19 in Illinois, Managed Care Organizations (MCOs) are working to ease the burden for Medicaid Providers as much as possible. Hospitals are at capacity and Health Plans are seeing steep declines in enrollments as more people become unemployed.

To date, we have taken the following steps to help members and providers:

- **Covering COVID-19 testing for all Medicaid members.**
- **Expanding telehealth services** to ensure members are served and help healthcare providers have alternative revenue streams.
- **Allowing early refill overrides and extending authorization for maintenance medications** to ensure members have the medications they need.
- **Partnering with health centers** to meet the needs of Medicaid members with underlying health conditions and those experiencing homelessness.
- **Covering certain non-elective care services** that are medically necessary.
- **Extending previously issued prior authorizations** for elective procedures and treatments that had to be delayed.
- **Created additional guidance for providers on caring for vulnerable seniors in a home setting.**
- **Advising on ways to ensure timely billing payments for providers** receiving payments via check, we recommend signing up for EFT payments.
- **Exploring transitioning health centers to monthly or alternative payments** to allow for more predictable funding.
- **Providing complimentary education and resources.** IAMHP is conducting multiple COVID-19 webinars on relevant topics like Telehealth billing and Small Business Loans for Providers. Visit [IAMHP's events page](#) for details.

These are unparalleled and unpredictable times that require all of us to come together for the greater good. Medicaid Health Plans are committed to this state, their members, and their provider partners and are prepared to help solve the unprecedented challenges before us all.