

COVID-19 Daily Update

March 23, 2020

Dear Colleagues:

In order to provide updates on the evolving response and best practices in regards to the COVID-19 pandemic, AHP will be delivering brief, critical updates on an ongoing basis addressing important highlights and frequently asked questions.

Daily COVID-19 Response Call

AHP will be hosting a call at 12:15 pm each day to share new information and/or be available for provider questions and concerns. You may dial-in to 1 669 900 6833 and enter Meeting ID: 585 730 1255. Although we do not plan on showing any slides, you can also use your computer to listen to the call using <https://urmc.zoom.us/my/rsuttonahp>. If you need a little Zoom primer, please see the reference document [here](#).

Medent Telehealth Video Visits

Practices utilizing the Medent EMR were notified that the vendor will be providing its customers unlimited access to their Video Visit functionality at no charge for March and April. Medent will also be hosting a Video Visit webinar tomorrow, March 24th from noon to 1 pm. Practices interested in participating may click [here](#) to register.

New Guidance from Excellus: Telehealth Reimbursement

Excellus has increased reimbursement for telehealth services for commercial and Medicare members to 150% of the 2020 Medicare rate. This communication was sent to providers on Friday, March 20th, and it also restates prior guidance regarding telehealth for Medicaid beneficiaries. Read the entire communication [here](#).

UR Medicine Update: Non-Essential Visits

UR Medicine is extending its reduction of non-essential visits, procedures and surgeries through May 3rd. However, UR Medicine clinicians are assessing all active patients in order to devise plans for delivering needed care during this period. Should an in-person encounter be necessary during the reduction period in order to prevent patient harm, an office visit will be offered to the patient.

CMS Eases MIPS Reporting Requirements

CMS advised providers on Sunday that it is easing reporting requirements relative to the Quality Payment Program, including the Merit-based Incentive Payment System (MIPS). Providers who do not submit MIPS data by April 30, 2020 will receive a neutral payment adjustment for the 2021 MIPS payment year. Read more [here](#).

Clinical Volunteers for NYS's Outbreak Response

Retired or otherwise non-working licensed clinicians who are interested in supporting NYS's response to the outbreak have been encouraged to complete the survey located [here](#) in order to volunteer. Rochester-area clinicians completing that survey are also asked to send an [email to notify UR Medicine](#) of your interest; this step will help ensure that, if you are called up to work, you are placed in the local community.

Testing Guidance

No changes: advise stable febrile patients with flu-like symptoms to remain at home in self-quarantine following the isolation guidelines [here](#); do not test or refer for testing. **This guidance may change as our capacity to test improves.**

New Resources Online

Provider Guide for Communicating About Covid: assistance for providers in answering the most common questions from patients.

We continue to partner with Dr. Mendoza and County Health Department officials on preparedness and response protocols and will convey information as it becomes available.

Thank you for your continued collaboration in this important public health endeavor.

All the best,



[**J. Chad Teeters, MD**](#)
Executive Medical Director



[**LJ Shipley, MD**](#)
Pediatric Medical Director



[**Renée Sutton**](#)
Senior Director, Provider
Relations

Practice Resources

[UR Medicine Urgent Care Centers](#)

[Swabbing Procedures](#)

[Screening Script](#)

[Pediatric Behavioral Health Resource](#)

[Breastfeeding and Coronavirus](#)

Project Teach: Seven Ways to Support Kids and Teens Through the Coronavirus Pandemic, in [English](#) and [Spanish](#)

[Instructions for Home Isolation](#)

[Sample Office Signage](#)

[Community Resource Guide](#)

[Resources for Medically Complex Pediatric Patients](#)

[Pharmacy Pearl: COVID and Commonly Prescribed Drugs](#)

[NYS Shared Work Program](#)

COVID-19 Resource Links

American Academy of Pediatrics COVID-19 Site

<https://services.aap.org/en/pages/2019-novel-coronavirus-covid-19-infections/>

Archive of AHP COVID-19 Updates

<https://ahpnetwork.com/category/news/covid-19/>

Monroe County Health Department

<https://www2.monroecounty.gov/health-coronavirus>

CDC Coronavirus Site

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

New York Department of Health Coronavirus site:

<https://www.health.ny.gov/diseases/communicable/coronavirus/>

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