

UPDATED GUIDANCE



September 17, 2020

CHIP OFFICE VISIT CO-PAYMENTS – UPDATED REIMBURSEMENT PROCESS

BACKGROUND

HHSC previously notified MCOs that in response to COVID-19, office visit co-payments are waived for all CHIP members for services provided from March 13, 2020 until further notice or guidance from HHSC. This is an update to the documentation required from Providers to show proof the Provider did not collect the co-payment from the Member.

In lieu of an attestation form, the MCO may require providers to include the uncollected co-payment amount in the claims submitted to the MCO.

Previously, MCOs were required to collect attestation forms from all impacted providers. MCOs are still required to submit an encounter with co-pay detail to receive reimbursement from HHSC.

KEY DETAILS

Provider Reimbursement Process

For the uncollected co-payments referenced above, the MCO must collect, maintain, and provide to HHSC upon request and at no cost to HHSC, automated claims processing documentation that records the encounter data and co-payment amount of each claim transaction for services provided.

The MCO must reimburse the provider for the above referenced uncollected co-payments within 30 days from the date the MCO receives an invoice from a provider or documentation on a claim from a Provider.

WHAT THIS MEANS TO PROVIDERS IN OUR NETWORK

Providers must **not** collect office visit copayments for CHIP Members for services provided from **March 13, 2020 until further notice or guidance from HHSC**. Community Health Choice will reimburse the Provider the full rate for the service, including what would have been paid by the Member through cost-sharing. If the Provider collected a copayment during this time, please refund the copayment amount to the Member.

Note: Attestation forms and invoices from Providers are no longer required by Community Health Choice.

CHIP COPAYMENTS FOR TELESERVICES

On March 9, 2020, HHSC clarified that CHIP copayments are not required for covered services delivered via telemedicine or telehealth to CHIP members. HHSC encourages the use of teleservices in lieu of in-person office visits, as appropriate.

Should you have any questions, please contact our Provider Services line at 713-295-2295 or your Provider Engagement Representative.