

## Humana

### Carrier Responses

### Resources

#### Coverage

On June 30, Humana shared in a press release two new initiatives around COVID-19 testing to help address and relieve member concerns around testing.

The first is a pilot, home-testing program for COVID-19 through at-home test-collection kits. Members, who have symptoms of COVID-19 or who may have been exposed to the virus, can obtain LabCorp's COVID-19 at-home collection test kit through the company's online platform, Pixel. The test kit is physician-authorized and allows members to self-collect nasal swab specimens at home.

The second program, a drive-thru COVID-19 test, is offered through a new collaboration with Walmart, Quest Diagnostics and PWNHealth. Members will be able to receive a testing kit through a Walmart drive-thru pharmacy window. The pharmacist will supervise members as they swab themselves, seal the container and drop the sample into the drive-thru window. Quest Diagnostics will pick up the collection kits and process.

Humana will continue to waive member costs related to COVID-19 diagnostic tests. For ASO groups, please be aware this is diagnostic testing and coverage is mandated. The cost of the test is \$100 and will be processed through normal claims processing, but the admin/prof fees are being invoiced separately and paid by Humana. This is a business decision made specifically regarding this program.

#### Telemedicine

New telehealth-related provisions that apply to Medicare Advantage, Medicaid and commercial employer-sponsored plans, including self-insured plans include:

- Temporary expansion of member cost share waivers for telehealth –for all telehealth services delivered by participating/in-network providers, including telehealth services delivered through MDLive to Medicare Advantage members and commercial members in Puerto Rico, as well as all telehealth services delivered through Doctor on Demand to commercial members.
- Temporary expansion of telehealth service scope and reimbursement rules – temporary reimbursement for telehealth visits with participating/in-network providers at the same rate as in-office visits. To qualify for reimbursement, telehealth visits must meet medical necessity criteria, as well as all applicable coverage guidelines.
- Temporary expansion of telehealth channels – for health care providers or members who don't have access to secure video systems, Humana will temporarily accept audio-only telephone visits, which can be submitted and reimbursed as telehealth visits.

[Humana COVID-19 Resource Center](#)

[COVIDquestions@humana.com](mailto:COVIDquestions@humana.com)

[Mdlive.com/HumanaMedicare](https://www.mdlive.com/HumanaMedicare)

[Virtual Visits](#)

[Doctor on Demand](#)

Via phone:  
888-673-1992

- Multiple practitioner types can deliver telehealth services – Both participating/in-network primary care and specialty providers can deliver care using telehealth services, providing CMS and state-specific guidelines are followed. This includes behavioral health services. For telehealth visits with a specialist, members are encouraged to work with their primary care physician to facilitate care coordination.
- Telemedicine costs waived for all urgent care needs for next 90 days. Humana will waive costs for telemedicine visits for urgent care needs for the next 90 days. This is limited to in-network providers delivering synchronous virtual care (live video-conferencing). Self-insured plan sponsors will be able to opt-out of the program at their discretion.
- Early prescription refills allowed for next 30 days for an extra 30- or 90-day supply as appropriate.
- Member support line with specialized call center associates to help support coronavirus questions and concerns, including live assistance with telemedicine. Members call Humana's toll-free customer support line, found on the back of their member I.D. card.