

## COVID-19 (Coronavirus) Questions and Answers

### What you need to know to address COVID-19

Health Net\*, on behalf of CalViva Health, continues to closely monitor the evolving COVID-19 pandemic. We are committed to providing you with important information and public health guidance from various public health agencies as it's released to ensure we can quickly address and support the prevention, screening and treatment of COVID-19.

In order to provide you with real-time updates and information, we are posting *COVID-19 (Coronavirus) Questions and Answers for Health Net of California Network Providers* on the provider portal on the provider alerts page. This approach allows us to make immediate changes to the questions and answers (Q&As) in real time. The alerts page allows you to access all updates about COVID-19 digitally in one location without delay and is your best source to stay abreast of critical information.

For a list of updated Q&As regarding the following topics on COVID-19, go to [provider.healthnet.com](http://provider.healthnet.com) and access the *Health Net Alerts: COVID-19* link in the yellow bar > *COVID-19 (Coronavirus) Questions and Answers for Health Net of California Network Providers*.

- Mitigating risk to operations – business continuity
- Access to telehealth services
- COVID-19 testing and screening billing information
  - Billing codes (HCPCS/CPT)
  - Diagnoses codes
  - Claims filing timelines
  - Balance billing
- Screening and testing
  - Prior authorization, precertification, prior notification, or step therapy protocols
  - Cost-share amounts for screening and testing
  - Where to go for testing
  - Screening and testing guidelines
- Prescription information
- Coping assistance for members
- Offices and facilities impacted by COVID-19
- Where to obtain the latest information and guidance on COVID-19
- Additional information, requirements and guidance

For questions, contact CalViva Health at 1-888-893-1569. We will continue to update the Q&As as more information becomes available.

THIS UPDATE APPLIES TO  
MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

#### PROVIDER SERVICES

1-888-893-1569  
[www.healthnet.com](http://www.healthnet.com)