DEPARTMENT OF SOCIAL SERVICES
DIVISION OF MEDICAL SERVICES
700 GOVERNORS DRIVE
PIERRE, SD 57501-2291
PHONE: 605-773-3495
FAX: 605-773-5246
WEB: dss.sd.gov

DSS
Strong Families - South Dakota's Foundation and Our Future

March 16, 2020

ATTENTION: South Dakota Medicaid Providers and Staff

FROM: South Dakota Medicaid

RE: South Dakota Medicaid Office Closure March 16 – March 20

Governor Noem ordered all state offices closed to non-essential personnel beginning March 16 through March 20, 2020 in response to COVID-19 (CoronaVirus). During this time, South Dakota Medicaid will be operating with reduced staff at a limited capacity. Essential functions will be maintained during the office closure; however, phone lines will not be staffed, and fax lines will not be monitored. South Dakota Medicaid encourages you to review the list of topics below for specific directions regarding alternative resources during the office closure. Thank you for your service and continued care for Medicaid patients during this time.

Payroll
- South Dakota Medicaid intends to process payroll as normal during the state office closure.
  - Note: Payroll for paper claims may be delayed during state office closure; please review claim submission information below for further details.

Prior Authorization
- Prior authorization is only required for the *elective* services listed on the South Dakota Medicaid Prior Authorization website. Any urgent or emergent care is exempt from prior authorization requirements. Retro authorizations can be requested after the service is provided if care was suspected to be urgent/emergent at the time but will be billed as elective.
- South Dakota Medicaid will continue to respond to prior authorization requests during the office closure; however, staff will not be able to respond to phone or fax requests directly.
- Please direct all new authorization requests or questions regarding authorizations to DSSMedicaidPA@state.sd.us via secure email.
- To help us respond quickly to your request, please include the following information if known when inquiring about a pending prior authorization via email:
  - Medicaid Recipient ID Number
  - The Location or Type of Service Being Requested
  - Provider NPI
  - Prior Authorization Requested Date of Service
  - Point of Contact Email
- South Dakota Medicaid will issue prior authorization determinations during the office closure by secure email. We ask for your assistance in communicating prior authorization determinations

to recipients during the office closure. Hard copy prior authorizations will be printed and mailed when state offices re-open.

Retail Pharmacy
- All retail pharmacy related calls are handled by OptumRx on behalf of South Dakota Medicaid. The state office closure does **NOT** affect OptumRx at this time. Providers may continue to contact OptumRx for retail pharmacy related calls:
  - Pharmacy Help Desk: **1.855.401.4262**
  - Pharmacy Prior Authorization Support: **1.855.401.4262**
  - Pharmacy Prior Authorization Fax Number: **1.844.403.1029**
- Please visit the OptumRx website for prior authorization forms and additional information.

Dental
- All dental related calls are handled by Delta Dental of South Dakota (DDSD) on behalf of South Dakota Medicaid. The state office closure does **NOT** affect DDSD at this time. Providers may continue to contact DDSD for dental related questions:
  - 1-877-841-1478
  - benefit@deltadentalsd.com
- DDSD will keep dental providers informed of any operational changes through email.

Claim Submission
- Data entry of paper claims received by mail will be suspended during state office closure. Claims will be data entered in the order received when state offices re-open.
- South Dakota Medicaid requests that providers use electronic submission methods whenever possible to aid in timely claim processing.
- Providers should submit all CMS 1500 forms online using the South Dakota Medicaid Provider Online Portal, including claims that require attachments.
- For assistance using or accessing the portal, send an email to DSSonlineportal@state.sd.us

Telephone Service Unit and Provider Telephonic Assistance
- Telephonic assistance from the South Dakota Medicaid Telephone Service Unit will not be available during state office closure. South Dakota Medicaid's Interactive Voice Response (IVR) system will still be available to providers during state office closure.
- South Dakota Medicaid encourages providers to utilize the following resources on the South Dakota Medicaid Provider Online Portal during state office closure:
  - Remittance Advice
  - Eligibility Inquiry
  - Service Limit Inquiry
  - Claim Status Inquiry
  - CMS 1500 Claim Submission
- For assistance using or accessing the portal, send an email to DSSonlineportal@state.sd.us
- South Dakota Medicaid encourages providers with policy questions to consult South Dakota Medicaid's Billing and Policy Manuals.

Provider Enrollment
- Provider enrollment functions will be suspended during state office closure. Phones will not be staffed and fax and mail will not be monitored. South Dakota Medicaid will work provider enrollment applications in the order received when state offices re-open.
- Providers may still utilize SDMEDX to start or submit provider enrollment or change requests.

- Email questions regarding provider enrollment may be sent via email to sdmedxgeneral@state.sd.us

Primary Care Provider (PCP) and Health Home (HH) Selection and Change Requests
- Paper and telephone PCP and HH selection and change requests will be suspended during state office closure. Phones will not be staff and fax and mail will not be monitored. South Dakota Medicaid will work requests in the order received when state offices re-open.
- South Dakota Medicaid encourages providers and recipients to use the Online Portal Selection and Change Tool when possible. Instructions are available here.

Coronavirus (COVID-19) Frequently Asked Questions

Where can I get information and updates about the coronavirus and COVID-19?
Information is available from the Centers for Disease Control (CDC) at
https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinical-guidance-management-patients.html

Information about South Dakota's response and updates about the coronavirus (COVID-19) is available from the South Dakota Department of Health at https://doh.sd.gov/news/Coronavirus.aspx

Does Medicaid cover testing for coronavirus (COVID-19)?
Yes. The Centers for Medicare and Medicaid Services (CMS) is creating two new Healthcare Common Procedure Coding System (HCPCS) codes for providers and laboratories to bill for the tests. The new HCPCS codes may be billed beginning April 1, 2020.

What code should providers use to bill testing for coronavirus (COVID-19)?
Providers should use the applicable newly designated HCPCS codes U0001 or U0002 to bill for testing for coronavirus (COVID-19). South Dakota Medicaid will accept these codes starting April 1, 2020 for services provided on or after February 4, 2020.

What is the reimbursement rate for the test for coronavirus (COVID-19)?
South Dakota Medicaid's maximum allowable reimbursement rate for HCPCS code U0001 will be $35.91 and $51.31 for U0002. The rates are based on the South Dakota's Medicare Administrative (MAC) contractor rate.

Will HCPCS U0001 and U0002 be available retroactively for billing?
Yes, South Dakota Medicaid will follow Medicare's policy and make the code retroactively effective on February 4, 2020. The codes may be billed beginning April 1, 2020.

Is a telemedicine visit covered?
Yes, South Dakota Medicaid covers telemedicine services. The originating site and the distant site may not be located in the same community except in the following circumstances:
- The recipient resides in a nursing facility and the nursing facility is the originating site; or
- Telemedicine is being utilized primarily to reduce the risk of exposure of the provider, staff, or others to infection. Services may be provided via telemedicine when the distant site and originating site are in the same community to reduce the risk of exposure to COVID-19.

More information about telemedicine coverage is available in the Telemedicine Billing and Policy Manual.

Is a telemedicine visit covered if the patient participates from their home?
Yes, the distant site service is covered even when the patient participates from home. When the patient participates from home, there is no reimbursement for a facility fee.

Can recipients get extra medicine or supplies?
South Dakota Medicaid's dispensing limits have not changed. Medicaid recipients should continue to get supplies on an as-needed basis and should not stockpile medications or supplies. We are actively evaluating current dispensing limits in light of the COVID-19 pandemic.