

# Checklist for Initiating Recovery of Pre-COVID-19 Deferred or Elective Care



Healthcare providers have never before faced a system-wide cancellation of non-emergent and elective care lasting over several months. The question facing hospitals, providers, and practices now is how and when to reopen and what is the most expeditious way to manage the potential surge of patients that will be seeking care.

Creating an informed, strategic route that looks at clinical, operational, and financial implications coupled with evaluating individual deferred or elective care helps prioritize need and create a path to recapturing those encounters.

## UPDATES

- Effective October 28, 2020, Centers for Medicare and Medicaid Services (CMS) issued a rule stating that they will reimburse providers \$28.39 for the administration of a single dose of COVID-19 vaccine. If the vaccine turns out to require multiple doses, CMS will pay \$16.94 for the initial doses and \$28.39 for the last dose of the series. Commercial insurance is expected to follow suit.
- At this point, the federal government is covering the patient cost for the vaccine, but commercial insurance payers are still weighing in on administration costs, etc.
- Effective October 23, 2020, Health and Human Services (HHS) has extended the public health emergency for 90 days or until January 23, 2021. This will also include a new round of \$20 billion in support intended to cover ongoing pandemic-related expenses for providers.

Stage	Checklist
Analyze Opening and Evaluate Contingency Plans	<ul style="list-style-type: none"> <li><input type="checkbox"/> Evaluate all available criteria from governmental agencies, health experts, and local authorities to determine when to resume services safely</li> <li><input type="checkbox"/> Enlist social media and community outreach to emphasize safety protocols and measures to patients as well as referring providers as appropriate</li> <li><input type="checkbox"/> Bring providers together to prioritize needs and evaluate patient situations</li> <li><input type="checkbox"/> Evaluate capacity for each phase of care: pre-determination, procedure/test, post-follow up or recovery, referring provider follow up</li> <li><input type="checkbox"/> Assess staffing needs for providers, clinical, and business staff and determine scaling options including considering expanded hours to accommodate the surge in patient needs</li> <li><input type="checkbox"/> Create or establish an infectious disease committee to evaluate all aspects of Universal precaution usage to ensure compliance and monitor supplies</li> </ul>

Stage	Checklist
	<ul style="list-style-type: none"> <li><input type="checkbox"/> Initiate COVID-19 testing procedures for all staff members, as well as patients</li> <li><input type="checkbox"/> Determine flow to minimize potential contamination of patients and visitors: institute virtual waiting rooms or in-car waiting, reorganize reception and clinical areas to maintain 6-foot social distancing requirements, and create one-way flow throughout the facility</li> <li><input type="checkbox"/> Budget financial goals</li> <li><input type="checkbox"/> Implement any secondary plans for surges in COVID-19 cases and stay-at-home orders</li> </ul>
Implementing Patient Access Procedures	<ul style="list-style-type: none"> <li><input type="checkbox"/> Obtain prior authorization, verify insurance benefits and collect patient portions due before scheduling</li> <li><input type="checkbox"/> Initiate scheduled pre-appointment consultations through telehealth to minimize personal contact utilizing approved codes for reimbursement</li> <li><input type="checkbox"/> Navigate mapped out processes for pre-testing, referring provider consultation, ancillary services coordination</li> <li><input type="checkbox"/> Implement extraordinary cleaning measures for patient interaction areas, i.e., reception area, front desk, exam rooms, restrooms, etc.</li> </ul>
Delivering Care	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure separation between COVID-19 patients and non-COVID-19 patients throughout every step</li> <li><input type="checkbox"/> Screen patients for fever and symptoms at check in and provide masks (if not brought by the patient) and hand sanitizer</li> <li><input type="checkbox"/> Coordinate sufficient PPE and provider-specific supplies</li> <li><input type="checkbox"/> Oversee proper decontamination guidelines are being utilized</li> <li><input type="checkbox"/> Allow enough time for adequate documentation post-procedure to ensure precise and timely coding and billing for maximum reimbursement</li> </ul>

Stage	Checklist
Post-Care and Business Follow-up (Revenue Cycle Management)	<ul style="list-style-type: none"> <li><input type="checkbox"/> Implement telehealth procedures to provide post-procedure follow-up care when appropriate and coordinate ancillary care, including home care, medications, rehabilitation, wound care, etc.</li> <li><input type="checkbox"/> Provide timely follow up to referring providers to maintain relations and increase patient satisfaction</li> <li><input type="checkbox"/> Utilize scalable third-party partners to ensure accurate coding and billing, along with AR and denials management</li> <li><input type="checkbox"/> Schedule ongoing check-in meetings to stay on top of issues or problems as they arise and allow for redirection or redeployment as necessary</li> </ul>