

Clover Health

NOTICE TO ALL CLOVER PROVIDERS; EASE OF ACCESS DURING COVID-19 EMERGENCY

Clover Health is expanding access to telehealth services (i.e., remote visits) for all of our providers and members. Clover is encouraging all providers to offer patients remote care. You can submit a claim with any of the existing Medicare telehealth codes or, for routine, scheduled, office visits that are now managed remotely, you can submit a claim with one of the office 992XX codes. Clover will reimburse your office for the full amount of the visit: Clover is not requiring claim modifiers, pre-established patient relationships, or telehealth origination sites at this time. Communications with the member should be through two-way video (e.g., Facetime or Skype). If patient circumstances prevent two-way video, you may speak with the member over the phone, but you need to note this in the member's medical record and/or directly in Clover Assistant.

You are strongly encouraged to use the Clover Assistant while offering remote services; essential, helpful information will be shared with you via the Clover Assistant. If you use the Clover Assistant, you will be paid at your contracted Clover Assistant rate as usual. Using the Clover Assistant ensures Clover knows in nearly real-time which members are seeking care, and importantly which ones are not. That real time notice ensures our operations team can reach out to those in need, including helping to arrange prescription home delivery. Separately, it allows clinical information to come to us in real time. EHR data and claims data transfer delays create risk in our ability to help our members, so Clover Assistant plays a significant role in closing that clinical data gap.

If you are not already enrolled with the Clover Assistant, or have additional questions, you can reach us at 1-800-931-8404 or clovernetwork@cloverhealth.com and we will activate your account.

Sincerely,
Vivek Garipalli
CEO

Mark Spektor
Chief Medical Officer