



April 13, 2020

Memorandum

To: Eastpointe Provider Network
From: Angela English, Director of Utilization Management
Linda Hawley Isbell, Director of Network Operations
Date: April 13, 2020
Re: COVID-19 Provider Update #16: Opioid Treatment Program Changes

Effective immediately: All Opioid Treatment Programs (OTP) with which we contract will be reimbursed for H0020 for take home medication for the duration of North Carolina's COVID-19 state of emergency.

Please bill H0020 with the modifier CR. Providers will be able to dispense a 28-day supply of medication and bill for the 28 days in one event. The rate will remain the same, but the provider will only need to submit billing one time. Please make sure the number of units is to equal the number of days of medication provided.

As a point of clarification, we would expect the provider to maintain daily contact with the member, despite dosing more than one day's supply. For example, if the provider dispensed a 14-day supply, we would expect the provider to make, at a minimum, daily telephonic contact with the member. In situations where this is not possible, the provider should thoroughly document why.

SAMHSA has notified DHHS [of this guidance](#).

Reminder: COVID-19 Questions

Many providers have been asking us their COVID-19-related questions. Please keep the questions coming! You can use our [COVID-19 Question Submission Form](#) any time to submit yours. We will review and respond to all questions in a Question and Answer document.

General Questions and Feedback

For questions related to this memo, please contact your agency-assigned Provider Relations Account Representative (PRAR). If you do not know the PRAR assigned to your agency, please contact Network Operations at (888) 977-2160 or networkoperations@eastpointe.net.

Thank you to all of our providers who continue to work diligently during this crisis to deliver the best possible care for our members. We appreciate all of your efforts.

Network Operation Call Center
1.888.977.2160

Direct Access to Services
1.800.913.6109