



HRSA COVID-19 Claims Reimbursement

to Health Care Providers and Facilities for Testing,
Treatment, and Vaccine Administration of the Uninsured

Getting Started with the HRSA COVID-19 Uninsured Program

HRSA
Health Resources & Services Administration

Today's Speakers



**Susan Marsiglia
Gray**

Director of the HRSA
Office of Provider Support's
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Director of Electronic Data
Interchange and Business
Operations, UnitedHealthcare



Liv Nuckols

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UnitedHealthcare

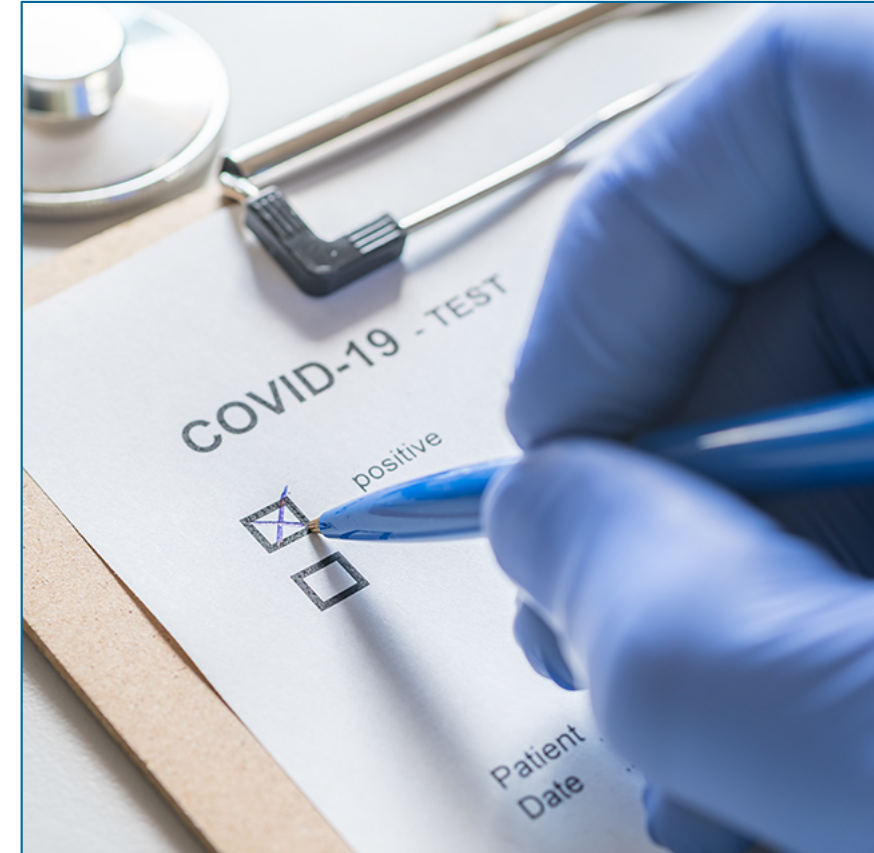


Marta Saputo

Director, Marketing, Digital,
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UnitedHealthcare

Agenda

- Introduction to the Program
- How the Program Works
- Program Process Overview
- Timelines and Resources



COVID-19 Claims Reimbursement to Health Care Providers and Facilities for Testing, Treatment and Vaccine Administration of the Uninsured

- As part of enacted legislation — the Families First Coronavirus Response Act, the Paycheck Protection Program and Health Care Enhancement Act, the Coronavirus Aid, Relief, and Economic Security (CARES) Act, and the Coronavirus Response and Relief Supplemental Appropriations Act (CRRSA) — the U.S. Department of Health and Human Services (HHS), will provide claims reimbursement to health care providers for testing uninsured individuals for COVID-19, for treating uninsured individuals with a COVID-19 primary diagnosis, and for COVID-19 vaccine administration for uninsured individuals.
- The program will provide claims reimbursement for eligible COVID-19 testing or treatment of uninsured individuals with COVID-19 on or after February 4, 2020, and COVID-19 vaccination administration fees.

Your role is critical. Ensure you are reimbursed.

Approximately \$5B in claims have been paid to-date to providers who are delivering COVID-19 services to uninsured individuals.



The Role of UnitedHealth Group

- Program administrator only. All program funding, coverage, and reimbursement policies are set forth by HRSA.
- UnitedHealth Group technology and expertise quickly enabled claims processing and reimbursement for COVID-19 testing and treatment, as directed by HRSA.
- The process will not involve credentialing or contracting with UnitedHealth Group, and the information you submit will be used to administer the HRSA COVID-19 Uninsured Program. All terms and conditions are set forth by HRSA.

How the Program Works

Program Participation Acknowledgement



Checked for health care coverage

Confirm patient is uninsured. Verify the patient has no other health care coverage.



Accept reimbursement

Accept as defined program payment as payment in full.



Agree to not balance bill

Confirm the patient was told they will not be billed.



Accept terms and conditions

May be subject to post-reimbursement audit review.

Who is Eligible



- Providers may submit claims for individuals in the U.S. without health care coverage.
- Providers will verify:
 - Patient does not have individual, employer-sponsored, Medicare or Medicaid coverage.
 - And no other payer will provide reimbursement for COVID-19 testing and/or care of that patient.

What's Covered – Testing Services

Dates of service or admittance on or after February 4, 2020. Claims subject to the same timely filing requirements required by Medicare and available funding.

- Specimen collection, diagnostic and antibody testing
- Testing-related visits in the following settings: office, urgent care, emergency room or telehealth



What's Covered – Treatment Services

Dates of service or admittance must be on or after February 4, 2020. Claims subject to the same timely filing requirements required by Medicare and available funding.

The HRSA COVID-19 Uninsured Program provides claims reimbursement to health care providers who are providing treatment for uninsured individuals when COVID-19 is the primary reason for treatment, except when a claim includes an excluded code as noted on the website.

The COVID-19 diagnosis code must be the primary diagnosis code submitted. The only exception is for pregnancy (O98.5-), when the COVID-19 code may be listed as secondary.

- Treatment office visit (including telehealth)
- Emergency room
- Inpatient
- Outpatient/observation
- Skilled nursing facility
- Long-term acute care (LTAC)
- Acute inpatient rehab
- Home health
- DME (e.g., oxygen, ventilator)
- Emergency ambulance transportation
- Non-emergent patient transfers via ambulance
- FDA-approved drugs, as they become available for COVID-19 treatment and administered as part of an inpatient stay

What's Covered – Vaccine Administration



Administration fees related to FDA-licensed or authorized vaccines are covered under the program.

Claims submitted for the administration of an FDA-licensed or authorized vaccine must be submitted as single line-item claims, and must include one of the following codes to be eligible for reimbursement:

- Pfizer: **0001A, 0002A**
- Moderna: **0011A, 0012A**
- Janssen: **0031A**

Please note that only the administration of the vaccine is eligible for reimbursement.

Program Process Overview

Program Education Website

Health Resources & Services Administration

Frequently Asked Questions
Based on user feedback from this site and recent program webcasts, we have identified and answered your top questions to ensure this process is as simple and easy to use as possible. Please see our [frequently asked questions](#).

HRSA COVID-19 Uninsured Program Portal: [Sign In](#)

HRSA COVID-19 Claims Reimbursement

to Health Care Providers and Facilities for Testing, Treatment, and Vaccine Administration for the Uninsured

Catalog of Federal Domestic Assistance number (CFDA) [93.461](#)

[Overview](#) | [Get Started](#) | [What You Need](#) | [Patient Details](#) | [Claims & Reimbursement](#) | [Resources & Support](#)

Program Overview

As part of enacted legislation—the Families First Coronavirus Response Act, the Paycheck Protection Program and Health Care Enhancement Act, the Coronavirus Aid, Relief, and Economic Security (CARES) Act, and the Coronavirus Response and Relief Supplemental Appropriations Act (CRRSA)—the U.S. Department of Health and Human Services (HHS), will provide claims reimbursement to health care providers generally at Medicare rates for testing uninsured individuals for COVID-19, for treating uninsured individuals with a COVID-19 primary diagnosis, and for COVID-19 vaccine administration to the uninsured.

Physicians and other health care providers are true heroes – especially during the COVID-19 pandemic – and HHS is grateful for their continued dedication.

More than \$4.2B has been paid and over 214,000 health care providers have enrolled in the program to date.*

[Feedback](#)

coviduninsuredclaim.linkhealth.com

Program Unique Identifier (One Healthcare ID)

Health Resources & Services Administration

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Overview | Get Started | What You Need | Patient Details | **Claims & Reimbursement** | Resources & Support

Program Overview

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[Feedback](#)

One Healthcare ID sign-in enables entry into the HRSA COVID-19 Uninsured Program Portal

Important: Only one person can serve as the program administrator per TIN.

Program Process Steps



Program Participation

- ✓ Taxpayer Identification Number (TIN) Validation
- ✓ Optum Pay™ Direct Deposit/ACH
- ✓ Provider Roster



Patient Information

- ✓ Uninsured Individual Information
- ✓ Attestation
- ✓ Temporary Member ID



Claims and Reimbursement

- ✓ Payer ID 95964
- ✓ Payer Name: COVID19 HRSA Uninsured Testing and Treatment Fund
- ✓ Reimbursed

Program Process Steps (Continued)



Program Participation

- ✓ Taxpayer Identification Number (TIN) Validation
- ✓ Optum Pay™ Direct Deposit/ACH
- ✓ Provider Roster



Patient Information

- ✓ Uninsured Individual Information
- ✓ Attestation
- ✓ Temporary Member ID



Claims and Reimbursement

- ✓ Payer ID 95964
- ✓ Payer Name: COVID19 HRSA Uninsured Testing and Treatment Fund
- ✓ Reimbursed

Program Participation – TIN Validation

This can take 1-2 business days to process.

New to this site?

Because this your first time here. the first step in the process is clicking the "Add Billing TIN" button below to begin the process. You can always add more Billing TIN's in the future, but our recommendation is to work on one Billing TIN at a time.

Add Billing Tax ID Numbers (TIN)

*Required Fields

Billing TIN*

Provider Name*

Add Billing TIN

Program Participation – Optum Pay™ Direct Deposit

This can take 7-10 business days to process.

5 Enter the following organization information and click "Continue":

- Business Name
- Business Address (No P.O. Box)
- National Provider Identifier (NPI) (Not required)
- Provider Type
- Market Type

NOTE: if you are enrolling in order to receive a stimulus payment, please select CARES Act - Healthcare Relief Program

PLEASE NOTE: Special characters are not allowed in the name and address fields. Refrain from using characters such as: &, \, /, #, (,) % < * ; > " ' | - +

Hospital/Facility
 Physician (Group/Individual Practice)
 Other Healthcare Service Organizations (All other Clinicians, Laboratory Services, Home Health Services, DME or other)

Please select your Market Type

- Behavioral Health
- CARES Act - Healthcare Relief Program
- Dental
- Medical
- Other
- Property and Casualty

It is important that you select this instead of your market/practice type. The 'CARES Act - Healthcare Relief Program' market type is an identifier that will be used to route enrollments for priority and faster processing.

Information required:

- TIN or Employer Identification Number (EIN)
- Business name
- Provider type
- Name of administrator(s)
- Contact information
- Bank name and contact information
- Financial institution account information
- Voided check or bank letter
- Signed and dated W-9

Program Participation – Provider Roster

- Provider verification solely for the HRSA COVID-19 Uninsured Program.
- Roster information is only needed for providers who are seeking to submit claims for uninsured patients.

Return to Dashboard | My Account

COVID-19
Uninsured Program

Billing TIN
123456789

Upload Provider Roster

In order to process your claims, we need to load your provider roster information into our systems. Please download the spreadsheet below, carefully read the instructions included in the file, and fill your provider information out. When completed, click "Choose a File" to upload your file and complete the process.

Please Note: Field Name should be your Tax Identification Number, with no other characters. Please include all 9 digits including leading zeros

Batch Upload

1. Select "Download Template" File below.
2. Enter the information that corresponds to each of your providers.
3. Save the file on your secure network, using the Tax Identification Number for this roster, as the file name. (i.e. 123456789.xls)
4. Select "Choose a File" below and browse to the saved XLS file on your secure network and upload the file.

Important Tips

- You must use the Download Template (excel) File.
- Make sure to read the instructions in the spreadsheet. We will not be able to successfully process your request without the appropriate information, in the appropriate format
- User Guide: Walk through Roster Upload
- Detailed file format explanation

[Download Template \(Spreadsheet\)](#)

[Choose a File](#)

[Feedback](#)

Important Information	Support	Accessibility
COVID-19 Uninsured Program Details	Contact Us Feedback	Accessibility Statement

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HRSA
Health Resources & Services Administration

This can take 5-7 business days to process.

Program Participation – Track Your Progress

COVID-19 Uninsured Program



Billing TIN Dashboard

Please see status details and complete any actions required below.

Billing Tax ID Number: 123456789, Provider Name: John Smith

Action Required For This TIN:

None.



Validate TIN

Complete



Set Up Optum Pay ACH

Complete

Visit Optum Pay [🔗](#)



Add Provider Roster

Complete

Your provider roster is complete.
Use your normal process if
provider additions are needed.



Add and Attest to Patient Roster

37618 of 37618 Processed

[Upload/View Patient Roster](#)

Program Process Steps (Cont....)



Program Participation

- ✓ Taxpayer Identification Number (TIN) Validation
- ✓ Optum Pay™ Direct Deposit/ACH
- ✓ Provider Roster



Patient Information

- ✓ Uninsured Individual Information
- ✓ Attestation
- ✓ Temporary Member ID



Claims and Reimbursement

- ✓ Payer ID 95964
- ✓ Payer Name: COVID19 HRSA Uninsured Testing and Treatment Fund
- ✓ Reimbursed

Patient Information

Submit patient information one patient at a time or through a batch upload. Obtaining temporary Member IDs for individuals will take less than 24 hours.

- Patient information required
- Loading patients
- Patient program attestations
- Receipt of a successful patient upload
- Receive temporary Member ID(s) valid for 120 days

Program Process Steps (Lastly)



Program Participation

- ✓ Taxpayer Identification Number (TIN) Validation
- ✓ Optum Pay™ Direct Deposit/ACH
- ✓ Provider Roster



Patient Information

- ✓ Uninsured Individual Information
- ✓ Attestation
- ✓ Temporary Member ID



Claims and Reimbursement

- ✓ Payer ID 95964
- ✓ Payer Name: COVID19 HRSA Uninsured Testing and Treatment Fund
- ✓ Reimbursed

Claims Submission

Submit claims electronically for payment for professional and facility services (ANSI X12 837). All claims must be submitted electronically using an 837 EDI transaction set. Claims must be submitted outside the HRSA COVID-19 Uninsured Program Portal. Important details:

- Program specific Payer ID: 95964 (COVID19 HRSA Uninsured Testing and Treatment Fund)
- Smart Edits
- Get reimbursed

All claims submitted must be complete and final. Interim bills, corrected claims, late charges, voided claim transactions and appeals will not be accepted.

Claims Reimbursement

Reimbursement pricing and policies under this program for eligible services, as determined by HRSA (subject to adjustment as may be necessary), are described below:

- Reimbursement will be based on current year Medicare fee schedule rates except where otherwise noted.
- Publication of new codes and updates to existing codes will be made in accordance with published CMS guidance.
- For any new codes where a CMS published rate does not exist, claims will be held until CMS publishes corresponding reimbursement information.

Program Process Steps Recap



Program Participation

- ✓ Taxpayer Identification Number (TIN) Validation
- ✓ Optum Pay™ Direct Deposit/ACH
- ✓ Provider Roster



Patient Information

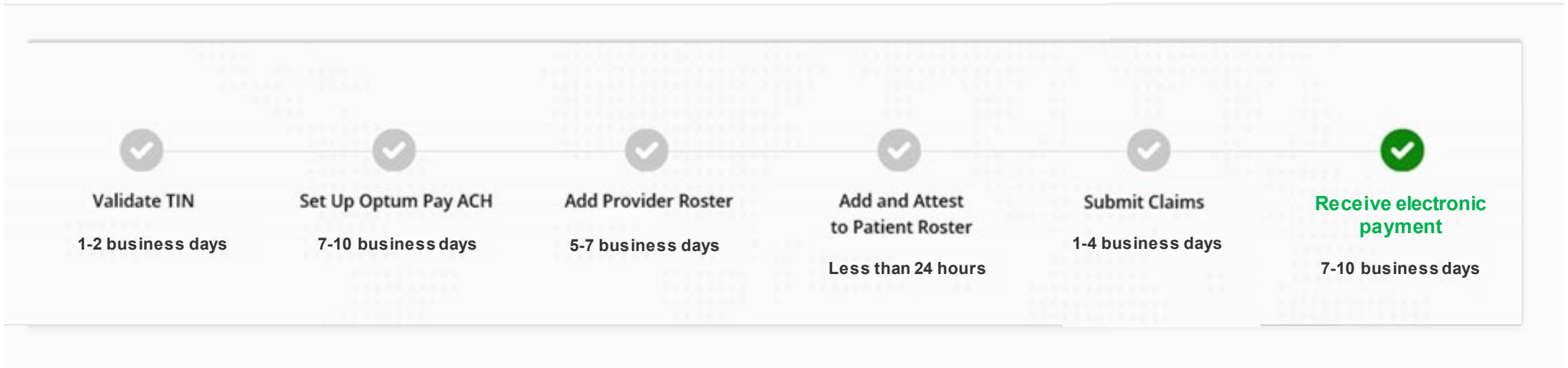
- ✓ Uninsured Individual Information
- ✓ Attestation
- ✓ Temporary Member ID



Claims and Reimbursement

- ✓ Payer ID 95964
- ✓ Payer Name: COVID19 HRSA Uninsured Testing and Treatment Fund
- ✓ Reimbursed

Receive Timely Reimbursement



Once a TIN is validated and set up with Optum Pay, claims that are eligible for reimbursement are typically processed and paid within 30 business days.


Resources

Resources

- Interactive User Guide
- Checklist
- FAQs
- [Other Website Resources](#)

<https://coviduninsuredclaim.linkhealth.com>

- Call Center Support
866-569-3522



COVID-19 Uninsured Program Portal user guide

The **COVID-19 Uninsured Program Portal** is designed to support you through each step as you participate in the HRSA COVID-19 Uninsured Program. This guide will help you understand the process and take needed action. For full program details, visit the HRSA COVID-19 Uninsured Program site.

Scroll down to review topics in this guide. You may choose a topic to review or click **start course** to review all topics in order. The **Home** button on the bottom navigation bar will always bring you back to this homepage. Click **Menu** any time to switch topics or see the full topic menu.

[Get Started](#)

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Health Resources & Services Administration

HRSA COVID-19 Uninsured Program

Provider Checklist

About the Program
As part of the FFCRA and CARES Act, the U.S. Department of Health and Human Services (HHS), will provide claim reimbursement to health care providers generally at Medicare rates for testing uninsured patients for COVID-19 and uninsured patients with a COVID-19 diagnosis.

How it Works
Health care providers who have conducted COVID-19 testing or provided treatment for uninsured COVID-19 patients or after February 4, 2020, can request claims reimbursement through the program electronically and will be reimbursed generally at Medicare rates, subject to available funding.

Steps You'll Need to Take
Sign In: From the home page, sign in with your Optum ID. If you don't have an Optum ID or you're not sure if you have one, you can follow the steps on the screen to create one.

- Validate your Taxpayer Identification Number (TIN). This can take 1–2 business days to process.
- Add your provider roster to the system. This can take 1–3 business days to process.
- Register for Direct Deposit/ACH through Optum Pay™. Be sure to check the required documents before you begin. This can take 7–10 business days to process.
- Beginning May 5, 2020, complete patient attestation and upload your patient roster. You may need to do this step more than once.
- Beginning May 6, 2020, submit your claims electronically using the Payer ID 95964 (COVID-19 HRSA Uninsured Testing and Treatment Fund).

Once you sign in, you'll be able to track your progress through the registration process. There will also be additional information available for the steps in this process.

Frequently Asked Questions

Learn more about the program and get your top questions answered here.

[About the Program](#)
[Eligibility](#)
[Claims & Coding](#)
[Reimbursement & Payment](#)
[Program Administration](#)

- What is the COVID-19 Claims Reimbursement to Health Care Providers and Facilities for Testing and Treatment of the Uninsured Program?
- How much money is available in the fund?
- Who is administering the program?
- How do eligible providers receive funding?

Is the COVID-19 Uninsured program considered to be a health plan and therefore subject to Health Insurance Portability and Accountability Act (HIPAA) rules?

Five Steps to Get Started Now

1. Validate your Taxpayer Identification Number (TIN).
2. Register for Direct Deposit/ACH through Optum Pay™. Be sure to check the required document before you begin.
3. Add your provider roster to the system.
4. Complete patient attestation and upload your patient roster. This process provides you your temporary ID.
5. Submit your claims electronically using Payer ID 95964 (COVID19 HRSA Uninsured Testing and Treatment Fund).

Questions and Answers

Thank You.

Reimbursement applies to eligible claims, as determined by HRSA (subject to adjustment as may be necessary), for dates of service or admittance delivered on or after February 4, 2020, subject to available funding; see details at COVIDUninsuredClaim.HRSA.gov. Terms and conditions will apply. Content subject to change.