CORONAVIRUS DISEASE 2019
(COVID-19)

COVID-19 Registration Protocols

Trinity Health
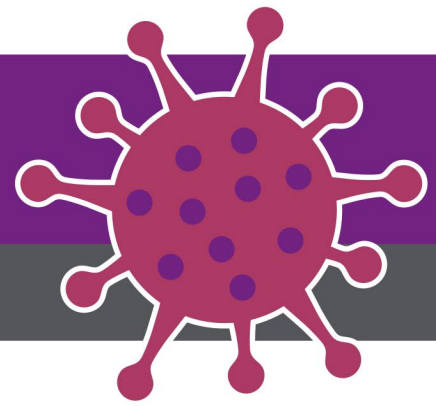
Audience: Patient Access Registration Teams	
Revision Date: 09/13/2020	
Version: Version # 2	
COVID-19 Response Team Owner: Katie Taylor/Ian Sullivan	
Date of Last Review: 9/13/2020	

What's Changed: This document has been updated to provide new guidance around the application of the COVID-19 Insurance plan codes.

For all patients presenting for COVID-19 testing and treatment at Trinity Health, we need to ensure our Patient Access colleagues are completing the full Registration process, which includes collecting patients' consent, full insurance, and complete demographic information.

For all patients presenting for COVID-19 screening or treatment, please follow the below processes:

- In addition to the normal registration protocols, colleagues are expected to add the appropriate plan code 'Insurance COVID-19' or 'Self-Pay COVID-19' as payer of last resort per the below table and to **place a bill hold on the outstanding patient liability**. This will ensure Trinity Health is actively monitoring these insurance balances, as well as stopping self-pay balances from being billed to the patient inappropriately.

Reason for Testing	Apply ICO Code
Symptomatic	Yes
Asymptomatic - Insured	No
Asymptomatic - Uninsured	Yes
Standard of Care*	No
Client Billing	No

*Includes pre-elective procedure testing, bedded patient testing, etc.

- Hospital Site Leaders must ensure that a billing edit is created to capture any COVID-19 patients without an 'Insurance COVID-19' plan code. This will ensure that all appropriate self-pay balances are being held.
- Hospital Site Leaders are expected to work with their Revenue Integrity / PFS counterparts to ensure daily review of these accounts.*

Insured Patients

- o If patient has insurance **is symptomatic** and **only being screened/tested (not treated)**, add the 'Insurance COVID-19' plan code to the account to prevent any balance from billing to the patient inappropriately.
- o If a patient has insurance **is asymptomatic** and **only being screened/tested**, the 'Insurance COVID-19' plan code should not be added to the account and the claim will follow the normal adjudication process.
- o If the patient is **being treated for COVID-19 and has insurance**, the 'Insurance COVID-19' plan code should not be added to the account and the claim will follow the normal adjudication process.

Uninsured Patients

- o If a patient **does not have insurance** and is **only being screened/tested**, add the 'Self-Pay COVID-19' plan code and bill the account to HRSA for reimbursement.
- o If patient is **being treated for COVID-19 and does not have insurance**, add the 'Self-Pay COVID-19' plan code and bill the account to HRSA for reimbursement.

Services not related to COVID-19

- o If it is determined that patient is being seen for services **not related to COVID-19**, do not add any 'COVID-19' plan code and follow billing protocols.

For insured patients, presenting for COVID-19 testing or medical screening, copayments **should not be collected at the time of service** in accordance with the POS Collections guidance provided here.

For self-pay patients, please ensure Patient Access colleagues are continuing to adhere to the Financial Assistance Policy and are having an active dialogue with the patient about possible expanded Medicaid programs.

We will not be performing any upfront collections on self-pay patients testing or being treated for COVID-19. With that said, it is still critical for Patient Access colleagues to complete the full Registration process to ensure all charges are captured appropriately and documented within the RHM EHR. Please consult Tent Testing Registration Process on different strategies for team members to collect full registration information and be in alignment with local infection prevention protocols.

Patient Access teams should also be providing patients with a notice of potential liability for the testing cost and obtaining signature from the patient. Please consult Patient Liability Form for COVID-19 Molecular Screening for details.

Additional guidance will be provided on how to adjust these accounts appropriately and secure reimbursement. Please consult your Revenue Excellence leaders for any questions.

Guidance will be provided on how to determine COVID-19 related services through HCPCS and ICD-10 codes.

Trinity Health