

2020 Announcement Archive

Tuesday, Oct. 13, 2020: Friday Health Plans Partnership

Hometown Health would like to announce their partnership with Friday Health Plans effective January 1, 2021. Friday Health Plans will be leasing Hometown Health's PPO network. This means they will utilize our PPO contracted rates and Hometown Health will be pricing claims based on those rate.

[View more information here.](#)

EXPIRED Wednesday, Sep. 30, 2020: SIGNATURE HMO REFERRAL UPDATE

Signature HMO Plan will require a referral and prior-authorization for specialist office visits starting October 1, 2020. Please make sure a referral is in place prior to seeing our member.

Thursday, Jun. 25, 2020: [Prior Authorization Update](#)

Monday, Jun. 1, 2020: New COVID-19 FAQs on Medicare Fee-for-Service Billing

CMS released additional [Frequently Asked Questions \(FAQs\)](#) on recent COVID-19-related waivers to help providers, including physicians, hospitals and rural health clinics. Find more answers to questions on:

- Outpatient therapy
- Telehealth and appropriate coding
- Federally qualified health centers

Tuesday, Apr. 14, 2020: Expanded Telehealth Services Update

Hometown Health recognizes CMS has expanded telehealth options and approved payment arrangements for these services. We are following CMS guidelines as it relates to provider payment for telehealth services. Please see the [Medicare Telemedicine Health Care Provider Fact Sheet](#) on www.cms.gov for more information. For Commercial and Senior Care Plus members please refer to the members' plan document in HealthConnect to ensure telehealth is a covered benefit and to confirm member cost sharing. Please see the grid below to determine which of our self-funded groups are covering Telehealth services.

Group	Telehealth covered?
Atlantis	Limited to Renown Providers
City of Reno	Yes until further notice
City of Sparks	Limited to Renown Providers
DSCD	Yes until further notice
ERI	Yes until further notice
GSR	Yes until further notice
LVFF	Yes
Peppermill	Yes until further notice
Renown Health	Yes
Washoe County	Yes

Please note – Hometown Health will contact you if your contract does not currently include telehealth service codes. Otherwise services will be reimbursed based off your current contracted rates.

Friday, Apr. 3, 2020: Signature HMO Plan PCP Referrals Not Required During COVID-19 Emergency

Due to the ongoing COVID-19 state of emergency, members of the Hometown Health Signature HMO plan will not be required to get referrals from Primary Care Providers to receive specialty care. This COVID-19 policy is effective April 1, 2020 and will expire no later than September 30, 2020, unless otherwise extended by Hometown Health.

The above temporary COVID-19 no-referral policy does not change the requirement to obtain prior authorization from Hometown Health for services as listed in the plan document for any Hometown Health product. Services related to COVID-19 never require prior authorization for any Hometown Health product.

Friday, Mar. 27, 2020: Prior Authorizations

Hometown Health does not require authorizations for screening, testing and treatment of COVID-19. While authorizations are required for other services, including when a patient is admitted, a provider should never delay critical treatment because a prior authorization request is pending. Hometown Health should always be notified when a patient is admitted and when a patient is discharged.

Wednesday, Mar. 18, 2020: Instructions Regarding Cancellations of Elective Procedures

For any cancelled or rescheduled elective procedure that have already been authorized, please do not call Hometown Health. Our preferred method of communication is to fax a

list of members, including their name, ID and DOB, as well as the approved authorization number to 775-982-3744. For outpatient elective procedures, we will update the approved authorization to be valid through the end of this year. For any inpatient elective admissions, please fax us the same information, along with the date the procedure has been rescheduled for. We will update approved authorizations as soon as possible and send out updated approval letters.