

Beth Israel Lahey Health (BILH) Performance Network
COVID-19 Health plan and payer repository
Updated: September 28, 2020

Payer	Link Title	Link
Aetna	Changes in Prior Authorization/ Precertification and Admissions Protocols	https://www.aetna.com/content/dam/aetna/pdfs/aetna/prior-authorization-notification.pdf
	COVID-19: Provider FAQs and Resources	https://www.aetna.com/health-care-professionals/provider-education-manuals/covid-faq.html
AllWays	Telemedicine Provider Payment Guidelines	https://resources.allwayshealthpartners.org/Provider/PPG/Telemedicine.pdf
	COVID-19 Commercial FAQ	https://info.allwayshealthpartners.org/covid19-faq
	Administrative Newsletter Archive	https://provider.allwayshealthpartners.org/administrative-newsletter-archive
	My Care Family COVID-19 FAQ	https://info.allwayshealthpartners.org/mashealth-covid19-faq
	Telemedicine During the State of Emergency	https://cdn2.hubspot.net/hubfs/5977230/COVID19_telemedicine_policy.pdf
Anthem (BCBS of NH)	Coronavirus Resource Center	https://go.allwayshealthpartners.org/coronavirus
	Provider Communications	https://providernews.anthem.com/new-hampshire
	Prior authorization and other policy adjustments	https://providernews.anthem.com/new-hampshire/article/important-covid-19-update-prior-authorization-and-other-policy-adjustments-9
	Information for Care Providers about COVID-19	https://providernews.anthem.com/new-hampshire/article/information-from-anthem-for-care-providers-about-covid-19-updated-march-19-2020-2
BCBS of MA	Guidance for telehealth/telephonic care for Behavioral Health services	https://providernews.anthem.com/new-hampshire/article/information-from-anthem-for-care-providers-that-perform-aba-services-during-covid-19-7
	COVID-19 Information	https://www.bluecrossma.com/Provider/covid-19/covid-19.html
Beacon	Coronavirus Resource Center	https://home.bluecrossma.com/coronavirus
	Coronavirus and Your Mental Health	https://www.beaconhealthoptions.com/coronavirus
BMC (Boston Medical Center) Health Net	COVID-19 Resources	https://www.bmchp.org/I-Am-A/Provider/COVID-19-Resources
Cigna/Great West	Coronavirus Resource Center	https://www.cigna.com/individuals-families/health-wellness/topic-disaster-resource-center/coronavirus-public-resources
	Cigna Coronavirus (COVID-19) Interim Billing Guidance for Providers for Commercial Customers	https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html
Commonwealth Care Alliance (CCA)	Coronavirus Updates	http://www.commonwealthcarealliance.org/providers
Fallon Health	Payment Policies	http://www.fchp.org/en/providers/criteria-policies-guidelines/payment-policies.aspx
	Information about coronavirus (COVID-19)	https://www.fchp.org/en/coronavirus.aspx
Health New England (HNE)	Coronavirus Provider Update	http://hnetalk.com/provider/coronavirus-covid-19-provider-update/
Harvard Pilgrim Health Care	Coronavirus Information for Providers	https://www.harvardpilgrim.org/providers
	2020 MassHealth provider bulletins	https://www.mass.gov/lists/2020-mashealth-provider-bulletins
MassHealth	Provider publications	https://www.mass.gov/lists/provider-publications
	COVID-19 Public Health Guidance and Directives	https://www.mass.gov/info-details/covid-19-guidance-and-directives#health-care-professionals-&-organizations-
	Coronavirus Disease 2019 (COVID-19)—Provider Guidance	https://www.mass.gov/info-details/mashealth-coronavirus-disease-2019-covid-19-providers
	Current Emergencies	https://www.cms.gov/About-CMS/Agency-Information/EPRO/Current-Emergencies/Current-Emergencies-page
Medicare	COVID-19 Emergency Declaration Blanket Waivers for Health Care Providers	https://www.cms.gov/files/document/summary-covid-19-emergency-declaration-waivers.pdf
	Home Health Agencies: CMS Flexibilities to Fight COVID-19	https://www.cms.gov/files/document/covid-home-health-agencies.pdf
	Physicians and Other Clinicians: CMS Flexibilities to Fight COVID-19	https://www.cms.gov/files/document/covid-19-physicians-and-practitioners.pdf
	Coronavirus (COVID-19) Partner Toolkit	https://www.cms.gov/outreach-education/partner-resources/coronavirus-covid-19-partner-toolkit
	COVID-19 Updates	https://www.providerexpress.com/content/open-providers/en/COVID-19_Provider_Updates.html
Optum (UBH)	Information Regarding Coronavirus (COVID-19)	https://www.seniorwholehealth.com/home/providers-massachusetts
Senior Whole Health	Coronavirus Disease (COVID-19) information for providers	https://www.humanamilitary.com/coronavirus/provider
Tricare/Humana Military	Register to Attend an Informational Webinar on COVID-19	https://tuftshealthplan.com/documents/providers/training/webinar-invite-covid-19
Tufts Health Plan - Commercial	Coronavirus (COVID-19) Updates for Providers	https://tuftshealthplan.com/provider/provider-information/coronavirus-updates-for-providers
	Coronavirus (COVID-19) Updates for Providers	https://thfp.com/providers/provider-information/coronavirus-updates-for-providers
Tufts Health Public Plans	Coronavirus (COVID-19) Updates for Providers	https://tuftshealthplan.com/provider/provider-information/coronavirus-updates-for-providers
Tufts Health Plan - Senior Products	See Medicare	See Medicare
Unicare/GIC Commonwealth Indemnity Plan	Provider Resources	https://www.unicarestateplan.com/ProviderHome.html
	Coronavirus: Your Health Is Our Priority	https://www.unicarestateplan.com/COVIDHome.html
UnitedHealthcare	COVID-19 Resource Center	https://www.uhc.com/health-and-wellness/health-topics/covid-19
	Network Bulletin	https://www.uhcprovider.com/en/resource-library/news/network-news.html
	COVID-19 Telehealth Services	https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services.html
	Summary of COVID-19 Dates by Program	https://www.uhcprovider.com/content/dam/provider/docs/public/resources/news/2020/covid19/COVID-19-Date-Provision-Guide.pdf
	COVID-19 Testing, Treatment, Coding & Reimbursement	https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-testing.html
	COVID-19 Telehealth	https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services/covid19-telehealth-services-telehealth.html
	COVID-19 Prior Authorization and Ongoing Patient Care Updates	https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/pa-covid19-updates.html
	COVID-19 Testing and Testing-Related	https://www.uhcprovider.com/content/dam/provider/docs/public/resources/news/2020/covid19/UHC-COVID-19-Provider-Billing-Guidance.pdf
US Family Health Plan	COVID-19 Information & Resources	https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19.html
	COVID-19 Information & Resources	
Non-Payer Specific Resources		
Experian Payer Alerts	Sign-up for Payer Alerts	https://www.mpv.com/app/WebObjects/PayerAlertsCovid19
Behavioral Health Resource Hub	COVID-19 Mental Health Resource Hub	https://psychhub.com/covid-19/
Massachusetts Medical Society	News and COVID-19 Updates	http://www.massmed.org/
Massachusetts Health & Hospital Association	COVID-19 Webinars	https://www.mhalink.org/MHA/Education/COVID19Webinars/MHA/Education/External_COVID19_webinars.aspx