

TO: Providers, Beacon Health Provider Network
FROM: Pam Hageny, Director of Account Management, Beacon Health
DATE: March 24, 2020 UPDATED July 28, 2020
RE: NOTICE - Updates to the Northern Light Employee Health Plan

Important information specific to the Northern Light Health (NLH) Employee Health Plan below:

1. **Attention - All Providers - CYC EFT Payments:**
 - i. Connect Your Care, the vendor for the Health Reimbursement Account for the NLH Employee Health Plan **has now transitioned from payments via paper checks and remittances to electronic fund transfers (EFT) and remittances via InstaMed for all providers who are paid via EFT processing.** This will significantly decrease the lag time between plan payments and CYC payments. You will receive a separate EVT remit and payment for each service date. If you have any questions, please contact Customer Service at 855-429-1023.
2. **Attention - In-Network and Out of Network Providers – Telemedicine Services:**
 - i. Due to COVID-19 pandemic, NLH Employee Health Plan will be waiving the prior authorization for in-network providers, effective 3.16.20. There are CPT or HCPC's codes specific to telehealth services. In addition, almost all E/M CPT codes can be billed with POS 02 or modifier GT. (GT Modifier GQ: asynchronous telecommunications system.)

Important information to share with your patients about Northern Light Health services and locations during COVID-19

All Northern Light Health facilities have recently **restricted visitors**, please encourage people to call ahead.

Northern Light Pharmacy offers alternative methods to pick up medications

- **Free mail order service:** An existing free and convenient option available to all residents in Maine. Most orders can be delivered within one business day if ordered within Maine.
 - Call 207-275-3300 to sign up for this service
 - **Free delivery:** This service is offered Monday through Friday. Towns and cities include: Bangor, Brewer, Orono, Old Town, Glenburn, Hampden, Hermon, Veazie, Holden, and Orrington
 - Call 207-275-3300 to sign up for this service
- **Rx to Go:** Northern Light Pharmacy on State Street in Bangor is offering curbside delivery to any patient at this location only. The parking lot has dedicated parking spots for this

service. Patients will need to call the number on the signage and a staff member will bring the medications out. We ask that if possible, payments are made with a credit or debit card.

- **Download the Northern Light Pharmacy APP:** Patients needing more information are encouraged to call 207-275-3300.

As COVID-19 continues to spread, Northern Light Health is asking that anyone with symptoms call before coming in for treatment. We are asking all patients to call 844-489-1822 to complete a phone screening first. (If they are experiencing a medical emergency, please call 9-1-1.)

The questions asked on this call will help determine next steps for their care, whether it be self-isolating at home, heading to a COVID-19 assessment site, or going to a hospital. The staff who answer the calls on this hotline will help determine the best next steps to ensure you get the right level of care in the right place.

Dedicated COVID-19 assessment sites will help Northern Light Health prevent the spread of this virus to patients and staff and help us preserve personal protective equipment. Thank you for helping us keep our communities healthy.

Please remember that testing criteria has recently changed and that tests will only be administered to the groups in Tier One. Those who are hospitalized, healthcare workers and first responders, and those living in a group home or skilled nursing facility.