

Updated: 05/05/20

As providers begin to treat suspected and actual COVID patients, they are trying to get paperless in the room (less contamination). As such, providers would like to not have to get the patient to sign any forms.			
<b>Can any patient signature requirements be waived for COVID patients, e.g. Medicare MOON?</b>			
<b>Follow Common Direction?</b>		A paperless environment with COVID patients is endorsed and strongly supported. Payers are not aware of any group contractual requirement and believe that the only signatures needed are Consent to Treat and HIPAA Notice Receipt. For these documents, HIPAA Notice Receipt and Consent to Treat, signatures are possibly required by the provider to protect themselves – and not the payer. The HIPAA notice provided by the provider to the member is not a Payer Privacy requirement but rather a Provider obligation as the covered entity. Please let the payer know if there is a specific document on which they are requiring a patient signature.	
<b>Aetna</b>	TBD 03/20/20	<b>This is under consideration.</b>	
<b>Amerigroup - DSNP</b>	Yes 05/04/20		
<b>CHPW - Medicare Advantage</b>	Yes 04/21/20	Following the HCA and the CMS guidance to allow this.	
<b>Cigna</b>			
<b>Coordinated Care - Commercial</b>	TBD 3/31/20	CCW would defer to HCA guidance on this point. Providers should document all verbal interactions and agreements in the medical records.	
<b>First Choice (TPA and PPO)</b>	Yes 03/27/20		
<b>HCA – Apple Health</b>	Yes 04/13/20	HCA website has info about informed consent. <a href="https://www.hca.wa.gov/health-care-services-supports/program-administration/authorized-representatives">https://www.hca.wa.gov/health-care-services-supports/program-administration/authorized-representatives</a>  A new telemedicine telehealth document will be posted soon on this website to provide guidance as well	
<b>Medicaid FFS</b>	Yes		

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	04/13/20		
<b>Amerigroup</b>	Yes 03/27/20	If/when this conflicts with HCA guidelines, will follow HCA guidelines	
<b>CHPW</b>	Yes 04/21/20	Following the HCA and the CMS guidance to allow this.	
<b>Coordinated Care</b>	Yes 04/13/20	CCW would defer to HCA guidance on this point. Providers should document all verbal interactions and agreements in the medical records.	
<b>Molina</b>	Yes 04/17/20	<b>We will follow HCA guidance.</b> Providers should document verbal consent in the medical records. Medicare: We will follow CMS guidelines	
<b>UHC – Community Plan</b>	Yes 04/13/20		
<b>KP-NW</b>	Yes 03/27/20	From a health plan perspective, HIPAA allows claims submission from the provider to the carrier without a form signed by the patient. However, the forms that are signed in a care delivery setting are often for the purposes of the patient agreeing to financial liability if the service is not covered by a health plan and informed consent. These forms are not required by an insurance company, but the actual hospital or facility may require providers to obtain signatures. In some lines of business, such as Medicare and	
<b>KP-WA</b>			

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		Medicaid, in order for the provider or hospital to be paid, the patient must sign the form. Because of this, CMS and the Health Care Authority may need to loosen requirements during the COVID-19 outbreak for all services (not just flexibility for COVID-19).	
Labor & Industries	Yes 04/01/20	For COVID patients, they may file their portion of the Report of Accident online through FileFast which does not require an electronic signature. If there was a medical visit, providers should complete the provider portion of the ROA. We have not been waiting for the provider documents to get claims allowed and benefits paid as appropriate.	
Molina - Marketplace	Yes 04/17/20	<b>We will follow HCA guidance.</b> Providers should document verbal consent in the medical records.	
Pacific Source			
Premiera	Yes 03/27/20		
Providence	Yes 04/01/20		
Regence	Yes 03/27/20		
UHC - Commercial	TBD 04/28/20	UHC currently offers no guidance on this issue.	

