



Dear NTENT Members,

We know that what you are experiencing is uncharted territory and we are here to help you in any way that we can. NTENT is a resource for you and this is an opportunity to utilize NTENT.

Many of our members are beginning to see their patients via telehealth and we are trying to update offices daily on the requirements and recommendations so that you can see your patients without having to view each payor website's daily. These rules and regulations are changing every day and we will watch for these changes and relay them to you as they happen. Updated information will be sent to you and then posted on our website. Please use the NTENT website and be sure to check it often for updates. *Remember that self-funded plans are not required to follow state mandated rules. Please check for coverage on those patients.*

Aetna

Aetna's telehealth partner Teladoc is calling on available physicians that are contracted through Aetna to join their network based on current demand. This would be contracted through Teladoc and their reimbursement would apply. (\$23 for phone and \$28 for video) (Malpractice would be covered under Teladoc For more information you can visit www.teladoc.com or if you would like to join the network apply on line or send your request to knorris@ntent.org and we will contact Aetna to expedite your request to join.

Governor Abbott's Executive Order

There have been many inquiries on Governor Abbott's executive order GA-09 and the TMB emergency ruling. This has been presented to NTENT's legal team for more clarification. You can still have clinic and still see patient's with a medical need. You cannot perform elective procedures, but you can perform medically necessary procedures. Here are a couple of examples:

1. Allergy patients receiving allergy shots weekly, you can still give these as it is medically necessary to continue allergy therapy.
2. Routine ear wax removal. This elective unless the patient is in pain. If wax removal is preventing you from seeing the patient's eardrum, then you should perform this procedure.
3. Balloon sinuplasty is elective and should not be performed at this time.

Please use your best judgement and complete only immediate medically necessary procedures until April 21, 2020.

Malpractice and Casualty Coverage

Telehealth is covered by your medical malpractice through TMLT. A questionnaire is required to be completed prior to offering this service but with the COVID-19 crisis, that requirement has been waived. Once the crisis is over, you will need to complete the questionnaire and send to TMLT Tim Sheridan @ tim@igaholdings.com. You can complete this form at any time and send to him. Please click [here](#) for the form.

There have been many questions about the following two topics. Whether you are covered under our medical malpractice (TMLT) or our property and casualty Boyd, Shackelford, Barnett & Dixon (Hartford), they have helped answer the following questions: Click [here](#) for FAQ.

Business Interruption – Business Interruption as a result of COVID-19 would not be covered as the policy is designed to cover loss of income that are a result of direct physical damage to the practice's location (fire, pipe burst, tornado, etc.).

Worker's Compensation Coverage - If an employee can prove that they were exposed to COVID-19 in the course of their employment they should file a claim for coverage. This is especially true if the employee is a healthcare provider and was directly exposed to a patient who had COVID-19. Workers Compensation is not intended to cover an employee who contracts the virus and is unsure of where they were exposed (grocery store, neighbor, gym, pharmacy, etc.). The exposure has to be in the course of their employment for coverage to be provided.

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