

DEPARTMENT OF SOCIAL SERVICES

DIVISION OF MEDICAL SERVICES

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Coronavirus (COVID-19) Frequently Asked Questions

Where can I get information and updates about the COVID-19?

Information is available from the Centers for Disease Control (CDC) at

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinical-guidance-management-patients.html>

Information about South Dakota's response and updates about the COVID-19 is available from the South Dakota Department of Health at <https://doh.sd.gov/news/Coronavirus.aspx>

Should I go to the doctor/hospital if I think I have COVID-19?

Individuals who are concerned that they have COVID-19 should contact their healthcare provider via phone before going to a clinic or hospital to prevent spread in healthcare facilities. Call your healthcare professional if you feel sick with fever, cough, or difficulty breathing, and have been in close contact with a person known to have COVID-19, or if you live in or have recently traveled from an area with ongoing spread of COVID-19.

Your healthcare provider will work with the South Dakota Department of Health and CDC to determine if you need to be tested for COVID-19.

Does Medicaid cover testing and treatment for COVID-19?

Yes, Medicaid covers testing and treatment for COVID-19. There is no cost share (for example, co-payments) associated with testing and treatment of COVID-19.

What is telemedicine?

Telemedicine is a way for health care providers to provide health care services you would normally receive in person via a two-way, real-time, interactive communication between. Telemedicine services involve both audio and visual communication.

Are telemedicine services covered?

Yes, South Dakota Medicaid covers telemedicine services. Covered services include doctor's office visits, mental health services, and substance use disorder treatment. Only certain services are covered via telemedicine. Confirm with your health care provider that the service is covered by Medicaid before receiving it.

The Department of Social Services does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of actual or perceived race, color, religion, national origin, sex, age, gender identity, sexual orientation or disability in admission or access to, or treatment or employment in its programs, activities, or services. For more information about this policy or to file a Discrimination Complaint you may contact: Discrimination Coordinator, Director of DSS Division of Legal Services, 700 Governor's Drive, Pierre SD 57501, 605-773-3305.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-305-9673 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-305-9673 (TTY: 711).

Can I receive telemedicine services if I am in the same community as my health care provider?

Generally, telemedicine services are only covered if the recipient and the health care provider providing the service are located in different communities. South Dakota Medicaid will cover services when the recipient and the health care provider are located in the same community in the following circumstances:

- The recipient resides in a nursing facility and the recipient is physically located in the nursing facility while receiving services via telemedicine; or
- Telemedicine is being utilized primarily to reduce the risk of exposure of the provider, staff, or others to infection. Services may be provided via telemedicine when the distant site and originating site are in the same community to reduce the risk of exposure to COVID-19.

Can I use telemedicine services for therapy services?

South Dakota Medicaid has added temporary coverage of occupational therapy, physical therapy and speech-language pathology services provided via telemedicine for patients at high risk for COVID-19 or under quarantine or social distancing during the declared emergency for COVID-19. Therapy services may only utilize telemedicine if the recipient and provider have previously met for in-person services. Use of telemedicine for the convenience of the provider or recipient is not covered.

Can I receive teledentistry services?

Effective March 16, 2020 Delta Dental South Dakota will cover limited oral exams through teledentistry.

Can I receive Applied Behavioral Analysis (ABA) Services through telemedicine?

South Dakota Medicaid has added temporary coverage of ABA services provided via telemedicine for recipients and providers at high risk for COVID-19, under quarantine, or social distancing during a declared emergency for COVID-19.

Can services be provided via telephone or through an audio-only device?

South Dakota Medicaid has added temporary coverage of audio-only behavioral health services delivered by a Substance Use Disorder Agency, a Community Mental Health Center, or an Independent Mental Health Practitioner when the following circumstances exist:

- The provider or recipient is at high risk for COVID-19 or under quarantine or social distancing during the declared emergency for COVID-19; and
- The recipient does not have access to face-to-face audio/visual telemedicine technology (including smart phone, tablet, computer, or WIFI/internet access).

In addition, Primary Care Provider's (PCP)/Health Home(HH) participants can continue to call their provider's 24/7 telephone line to discuss potential medical issues they may be experiencing including whether they should schedule an appointment or seek medical services.

Can I get extra medicine or medical supplies?

Yes, beginning March 16, 2020 your prescription benefit will temporarily include the following:

1. You can refill your prescriptions sooner if approved by your doctor and/or pharmacist.
2. You can get up to 60- day of each medicine if approved by your doctor and/or pharmacist.

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3. You can get up to 60-day supply of oxygen and diabetic supplies if approved by your doctor and/or pharmacist.

Existing prescriptions that require prior authorizations and will expire before May 31, 2020 will be extended by 90 days.

What if my in-home provider is absent due to COVID-19?

Please contact your individual case manager or service coordinator. You may also contact Dakota at Home at 1-833-663-9673 for assistance.

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