We appreciate your support as we work Together to ensure the safety of our patients, and community at large.

In alignment with both federal and payer guidance, all Trinity Health ministries should not collect copayments for medical visits related to COVID-19 testing. The goal of this guidance is to encourage patients to be tested for COVID-19, without placing any undue barrier on the individual for any reason. As such, Patient Access colleagues will not attempt point-of-service (POS) collections related to medical visits for patients presenting with an order for testing for COVID-19 or if the visit results in an order for testing for COVID-19.

For any patient for dates of service on or after (3/18) who present at any care setting and already have an order for testing or have an evaluation and management type of service that results in an order for COVID-19 testing, Patient Access colleagues are advised not to charge patients any co-insurance and/or deductible amounts for those services. As such, the beneficiary cost-sharing will be waived for COVID-19 testing-related services. For more information on this, please reference the 'Coinsurance Deductible Waiver for Testing Related E&Ms and use of CS Modifier' that can be found below:

*Exception: If the patient is admitted for an inpatient stay, however, follow the normal POS collection process.

Non-COVID-19 Patient Care

For all cases unrelated to COVID-19, it is the expectation that Patient Access colleagues continue to collect co-payment/deductibles at the time of service. If you have any questions, please feel free to reach out to your Revenue Excellence leaders for additional guidance.