

CORONAVIRUS DISEASE 2019 (COVID-19)

Co-payments and Deductibles



Audience: Patient Access Registration Teams

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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:



COVID-19
Coinsurance Deductib

**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.