



ITASCA MEDICAL CARE (IMCare)
ITASCA RESOURCE CENTER
1219 SE 2nd Avenue
Grand Rapids, MN 55744-3983
IMCare Toll Free – 1-800-843-9536
Visit us at: www.imcare.org

PROVIDER UPDATE

March 2020
#2020-06

To: IMCare Providers
From: Sarah Duell, IMCare Director
Date: March 30, 2020
RE: COVID-19 Response

COVID-19 Provider Information and Guidance

Our top priority is to ensure the health and safety of our members. We continue to follow the developing guidance of local and federal health officials regarding the impact of the coronavirus (COVID-19).

IMCare has taken the necessary steps to continue operating with little or no interruption during the COVID-19 pandemic. For providers, this includes ensuring prompt customer service, timely prior authorization, appeals determinations, timely claims processing and payment. If there are any significant changes or disruptions in service, IMCare will communicate them through provider updates, but there are none anticipated at this time.

While the majority of staff will be working remotely, IMCare has the technological infrastructure that allows us to remain connected. We have taken steps to protect our employees and still provide the support our members and providers need during the coronavirus pandemic.

The Call center (Members and Providers) is available from 8 a.m. to 8 p.m., 7 days a week. The number is 218-327-6188, toll-free 1-800-843-9536, TTY 1-800-627-3529. Fax number is 218-327-5545.

IMCare is directing members who have been exposed to or develop symptoms of COVID-19 who believe they need medical attention to call their local clinic or hospital before going to be seen, as we understand many health facilities have new visitor restrictions to prevent the spread of coronavirus.

IMCare is waiving copays for services related to COVID-19 during the national emergency period. This includes copays for testing, diagnostic services, and treatment services related to COVID-19.

IMCare is continuing to monitor the COVID-19 pandemic as it develops and will post updates as more information becomes available. During this time, it is important that you have access to accurate and up-to-

date information. It is also important that you review credible information to help protect you, your patients, and the community at large. As this situation unfolds, we will continue to follow all State and Federal guidance related to this pandemic.

MDH - <https://www.health.state.mn.us/diseases/coronavirus/index.html>

CDC - <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

CMS - <https://www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page>

DHS - <https://mn.gov/dhs/>

IMCare is required to follow DHS requirements for billing MN Medicaid covered services. We are following guidance closely and making changes, as indicated, to current policies and processes.

Guidance is changing rapidly; we will be updating our website as new developments occur. Please check back frequently for updates.

If you have questions, please call our call center at 218-327-6188, toll-free at 1-800-843-9536 or email imcare.office@co.itasca.mn.us.