



## COVID-19 Provider Guidance

### Neighborhood News – April 2023

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Neighborhood is grateful to our network providers for the care and response provided to our members during the COVID-19 pandemic. In an effort to assist you in working with Neighborhood during the evolving situation, Neighborhood created a dedicated COVID-19 Provider Guidance webpage, to host the most up-to-date information, including FAQs on the public health emergency (PHE) and other business procedures.

**With the PHE nearing an end, Neighborhood will be de-activating COVID-19 Provider Guidance webpage and has the following guidance going forward:**

1. Neighborhood revised its new, permanent [Telemedicine/Telephone Services Payment Policy](#) for all Neighborhood lines of business on January 27, 2023.
  - a. All current Neighborhood policies are posted on the [Neighborhood billing guidelines and payment policies](#) webpage. Former versions of the temporary COVID-19 payment policies are listed in the [Archives](#).
2. Neighborhood will continue to waive the PCP assignment/requirement for members.
  - a. Neighborhood began waiving the PCP assignment on April 1, 2020. Until further notice, we will continue this waiver and give members the ability to see any primary care provider they can access for their healthcare, regardless of the PCP name assigned on the member's Neighborhood ID card.
  - b. As a reminder, Neighborhood does not require referrals for any service.
3. Neighborhood will continue to waive deductible and/or cost-sharing requirements for Commercial members with costs related to COVID-19 testing.
  - a. Until further notice, Neighborhood will to waive the cost of the diagnostic testing and treatment for COVID-19 for our Commercial members. Neighborhood has a **Temporary COVID-19 Testing Services payment policy** for billing diagnostic testing services and treatment related to COVID-19.