

# Rapid Response Checklist: Financial Considerations

Innovation and financial leaders: use this checklist to manage the financial considerations that accompany your digital response to the COVID-19 pandemic.

Category	Checklist
<b>Patient out-of-pocket payments</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Consider</b> waiving patient out-of-pocket costs when they use digital tools like virtual visits</li> <li><input type="checkbox"/> <b>Move</b> digital tool access before EMR login on primary health system web page to provide access to new patients</li> <li><input type="checkbox"/> <b>Consider</b> temporarily holding billing to patients for any COVID related treatment until reimbursement details are finalized</li> <li><input type="checkbox"/> <b>Work with</b> payers and government programs to align patient payment policies</li> </ul>
<b>Working with digital solution company partners</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Review</b> existing digital vendor contracts to understand costs and timing to scale existing pilot projects to a broader enterprise deployment for key tools (e.g., virtual visits)</li> <li><input type="checkbox"/> <b>Understand</b> license and implementation discounts being offered by digital solution companies for key solutions</li> <li><input type="checkbox"/> <b>Prioritize/fast track</b> implementations for key digital services such as virtual health</li> </ul>
<b>Reimbursement for digital utilization</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Monitor and deploy</b> CMS reimbursement rules and limits for COVID-related testing and treatment</li> <li><input type="checkbox"/> <b>Implement</b> updated coding protocols for DRGs, CPT codes, etc.</li> <li><input type="checkbox"/> <b>Engage with</b> major payer partners to coordinate authorization for testing, treatment, and hospitalizations</li> <li><input type="checkbox"/> <b>Check for</b> payment parity: some states require that telemedicine visits be reimbursed at the same rate as in-office visits, following Medicare's lead</li> </ul>
<b>Operations and throughput opportunities</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Develop and publicize</b> policies to defer elective surgeries in an effort to free-up capacity</li> <li><input type="checkbox"/> <b>Understand and implement</b> waivers with respect to minimum hospitalization requirements for Medicare and Medicaid patients</li> <li><input type="checkbox"/> <b>Utilize</b> existing digital tools within your EHR or other technologies to support tracking of bed and equipment availability</li> <li><input type="checkbox"/> <b>Maximize</b> supply chain tools to understand adequate levels and buy at best prices, including acquiring sufficient testing capacity</li> <li><input type="checkbox"/> <b>Understand</b> proper documentation necessary for COVID-19-related illnesses</li> <li><input type="checkbox"/> <b>Create</b> templates within the EHR to support documentation capture to maximize revenue and reduce denials as reimbursement protocols stabilize</li> </ul>
<b>Others</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Monitor and pursue</b> Federal and State hospital subsidy programs as they are clarified</li> <li><input type="checkbox"/> <b>Understand</b> potential short and long term impact of virus response on credit/bond ratings and other macro level financial indicators</li> </ul>

## CONTACT US

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