



## MEMORANDUM

**To: Valued Medicare Providers**

**From: El Paso Health Advantage Dual SNP**

**Date April 8, 2020**

**Re: COVID-19 Information**

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El Paso Health Advantage Dual SNP is committed to keeping you up to date with the most current information. We are committed to providing you with the tools necessary to care for your patients during the COVID-19 pandemic.

Please visit our website at [ephmedicare.com/providers](http://ephmedicare.com/providers) for helpful tools and information related to COVID-19.

Contact our Provider Relations Department at 915-532-3778 for any questions regarding this information.

El Paso Health Advantage Dual SNP members may call our 24-hour FIRSTCALL Medical Advice Infoline to speak to professionals regarding health questions.



**FIRSTCALL**  
MEDICAL ADVICE INFOLINE

Available 24 Hours/7 Days A Week

**CALL 1-844-549-2826**

El Paso Health Advantage Dual SNP will provide updates as new information is received.

**Resources:**

CMS Dear Clinician Letter

<https://www.cms.gov/files/document/covid-dear-clinician-letter.pdf>

CMS: Current Emergencies Webpage

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

CMS: Medicare Telemedicine Health Care Provider Fact Sheet

<https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>

CMS: Telehealth Services Fact Sheet (PDF)

<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/TelehealthSrvcsfctsht.pdf>

CMS: Telehealth Toolkit for General Practitioners

<https://www.cms.gov/files/document/general-telemedicine-toolkit.pdf>

CMS Non-Emergent, Elective Medical Services and Treatment Recommendations

<https://www.cms.gov/files/document/31820-cms-adult-elective-surgery-and-procedures-recommendations.pdf>

FAQ to Assist Medicare Providers

<https://www.cms.gov/files/document/03052020-medicare-covid-19-fact-sheet.pdf>

