



March 16, 2020

To: All Early Intervention Providers

From: Arkeitha Monroe May, MOB
Early Intervening Central Billing Office
Senior Director of Claims and Billing

RE: COVID-19 and the Impact on Early Intervention Central Billing Office Claims Processing

As the Coronavirus Disease (COVID-19) continues to dominate the news, the Early Intervention Central Billing Office (CBO) is continuing to process Early Intervention claims. We have shared the recommended CDC prevention methods with our team members and social distancing is being encouraged. As a low risk environment, we do not foresee exposure to COVID-19. Precautions have been put into place to limit staff exposure while on site.

In the event of a Public Health Department quarantine order, team members will work from home. CQuest has an established Business Continuity plan and is prepared for a work from home environment. However, a quarantine will prevent mail collection from the US Postal Service, impacting the processing of paper claims. Further, HIPAA security rules prevent team members from transporting documents with Protected Health Information (PHI) to their homes. As a result, it will be necessary to suspend the processing of onsite paper claims until the quarantine is lifted. Processing of electronic claims will continue daily and voucher weekly. Unfortunately, claims that must be submitted with an insurance Explanation of Benefits (EOB) attached cannot be accepted electronically and must be submitted on a paper CMS-1500 claim form.

If you submit paper claims that do not require an EOB, we encourage you to transition to electronic claim submission if possible. The CBO receives electronic claims through Availity, an electronic data interchange clearinghouse and QClaims, a free electronic software for claims submission directly to the CBO. Availity Customer Service can be reached at 1-800-282-4548, 8:00 am - 8:00 pm (ET) Monday through Friday. Download instructions, a User's Manual, and video assistance are available for QClaims and can be located on the EICBO website (<https://eicbo.info/providers/qclaims/>). Please contact the EICBO Help Desk at 1-800-634-8540 with QClaims questions.

CQuest understands the importance of timely claims processing. We will continue to strive to meet our obligations in serving the EI community. Maintaining a productive and COVID-19 free work environment is important to CQuest.