



MEMORANDUM

DATE: May 25, 2021
TO: Santé Physicians
FROM: Kelly Lilles, Director, Physician Services
RE: COVID-19 Diagnostic Testing Claims for Commercial Members

Santé previously communicated to submit all HMO Commercial members COVID-19 diagnostic testing to the health plans for payment. However, due to a recent communication from United Healthcare (UHC), there is a temporary shift of financial responsibility for COVID-19 diagnostic testing for UHC commercial members.

Santé is concerned about this shift of financial responsibility which will have a negative financial impact to the IPA. However, we do not want you to feel the financial burden nor do we want your office to be negatively impacted as we work through these issues. Therefore, Santé will be processing these claims for UCH commercial.

Effective immediately, please submit all UHC commercial members COVID-19 diagnostic testing claims to Santé for payment.

For questions or concerns, please call the Santé Customer Service Department at (559) 228-5410.