

April 4, 2020
Virtual Rounds



NC



Slides updated as of 04.06.20. Content is subject to change.

Please visit www.bluecrossnc.com/coronavirus-providers for the most up-to-date information



CHIEF OF BEHAVIORAL HEALTH
DR. KATE HOBBS KNUTSON
Special guest speaker

VIRTUAL ROUNDS WITH DR. JANET MCCAULEY, DR. LARRY WU AND GLENNA MCMENAMIN



Agenda

- + Brief overview of all Blue Cross NC COVID-19 measures and 30-day extension

- + Latest news
 - Claim submission clarifications
 - Cost-share waiver for COVID-19-related treatments
 - Vendor-based telehealth cost-share waiver

- + Behavioral health provider FAQs

- + Q&A
 - Please hold your questions until we open Q&A.

- + Next steps
 - We will post these slides at [BlueCrossNC.com/Coronavirus-Providers](https://www.BlueCrossNC.com/Coronavirus-Providers).

Please note:

There is a slight delay in the webinar feed. Please keep this in mind as we proceed.

There have been technical issues across all platforms due to increased usage. Close your window and rejoin the webinar if you're having issues.

BRIEF OVERVIEW OF ALL BLUE CROSS NC MEASURES FOR COVID-19

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BRIEF OVERVIEW OF ALL BLUE CROSS NC MEASURES FOR COVID-19

COVID-19 (Coronavirus)

Measures We're
Taking to Support
Members and
Clinicians

For the latest updates, please visit
BlueCrossNC.com/Coronavirus



Expanded Telehealth
Measures



No Prior Authorization for
COVID-19 Testing



Refill Medications Early



Blue Cross NC is waiving
member cost-sharing for
COVID-19 screening, testing
and related treatments.



Members with COVID-19
diagnosis: No prior
authorization for diagnostic
tests and covered services that
are medically necessary based
on CDC guidelines.

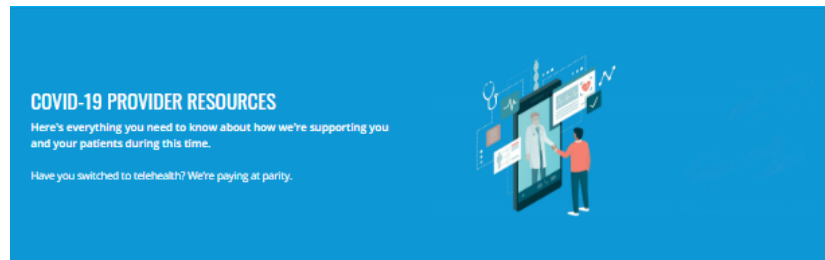
BRIEF OVERVIEW OF ALL BLUE CROSS NC MEASURES FOR COVID-19



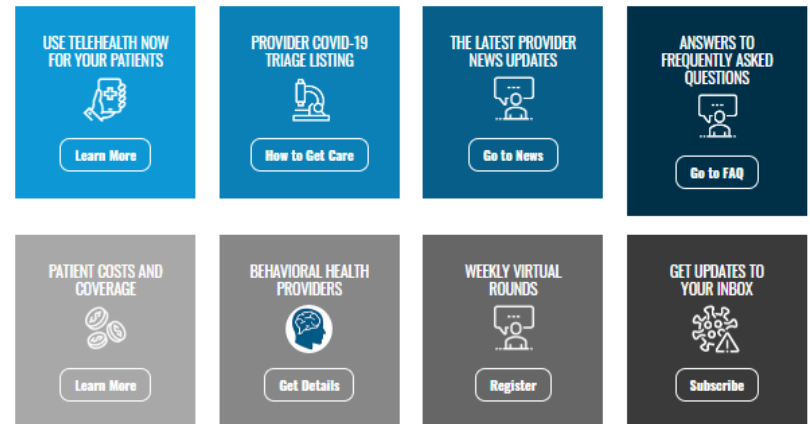
Additional details

- + Our COVID-19 measures are in effect as of March 6, 2020. ***They were extended for an additional 30-day period starting on April 6, 2020, and will be reevaluated for further extension.***
- + At a high level, all measures available to:
 - Fully insured (group and individual)
 - High-deductible health plan, Medicare Advantage (includes Experience Health)
 - State Health Plan, *except the drug benefit (administered through CVS)*
 - ***PLEASE NOTE:*** We can't guarantee benefits or payments for FEP or IPP. You should visit those plans' websites for additional guidance.

[BlueCrossNC.com/Coronavirus-Providers](https://www.BlueCrossNC.com/Coronavirus-Providers)



PROVIDER RESOURCES AT A GLANCE



LATEST NEWS

Claims submission clarification: **Paying at parity for telehealth**

- + We apologize for any confusion as it has taken some time to configure our systems for these changes. Because of this, the reimbursement amounts you're seeing on Blue e are not final. We are automatically reprocessing all telehealth claims for the parity amount.
- + ***Providers should wait until their EOP is posted to see the final reimbursement amount.*** As usual, EOPs will be posted within 30 days of the claim submission. Please do not take any action on your claim until the EOP is posted. There were some claims that were processed before our systems were updated. We have identified those claims and are reprocessing them automatically. You should be receiving a check for the difference within the next 30 days.
- + You can use any face-to-face CPT codes for telehealth. However, you must also list place of service (POS) 02. Additionally, if you used telephone only (no video), you must use the modifier CR. For MA and ExH, please follow CMS guidance and see our FAQs for details.
- + Please note that any services you provided previously that required prior authorization, will still require prior authorization using telehealth.

Claims submission clarification: No member cost share for COVID-19 testing/screening, includes telehealth

- + Providing coverage and waiving cost-sharing (including deductibles, copayments, and coinsurance) for COVID-19 testing or for a doctor visit or call to determine if testing is necessary, effective March 6, 2020
- + Specifically, no member cost-share for COVID-19 testing or screenings to determine if testing is needed through virtual care visits, outpatient office visits, urgent care visits and ER visits
- + We are recommending that providers not submit any claims for COVID-19 testing or screening until after April 10, 2020. Doing so will allow us the time to configure our system. It also will minimize additional transactions for you.

Claims submission clarification: No member cost share for COVID-19 testing/screening, includes telehealth - *Scenarios*

- + If you already have submitted or decide to submit a claim for COVID-19 testing/screening **before April 10**:
 - We will pay the claim.
 - Because the system hasn't yet updated, it will prompt you to collect a co-pay.
 - You will need to reimburse the member for the co-pay you collected once you receive your payment.

- + If you wait until **on or after April 10** to submit a claim to us:
 - Our system will be updated at this time.
 - You can submit your claim using the instructions on the next slide, and the member's cost-share will be waived.
 - Similar to the telehealth claims, wait until your EOP is posted (which should be within 30 days) to see your final reimbursement amount.

Claims submission clarification: No member cost share for COVID-19 testing/screening, includes telehealth

- + To trigger this waiver of cost sharing for COVID-19 testing or the visit or call to determine that testing is necessary, you **must use the following primary ICD-10 diagnoses:**

Patient Condition	Primary ICD-10 Code to Use for Waive Cost Share for COVID-19 Testing and/or Visit to Determine if COVID testing necessary*
Encounter for observation for suspected exposure to other biological agents ruled out	Z03.818
Contact with and (suspected) exposure to other viral communicable diseases.	Z20.828

*Per [CDC guidelines](#):

If a member has symptoms related to COVID-19, and you are concerned the member may have COVID-19 (meaning they potentially had an exposure), it would be appropriate to assign the code Z03.818.

If a member has an actual exposure to someone who is confirmed to have COVID-19, it would be appropriate to assign the code Z20.828.

Cost-share waivers for COVID-19-related treatment

- + Waiving member cost-sharing – including deductibles, co-payments, and coinsurance – for treatments related to COVID-19 for members diagnosed with the virus, effective as of April 1, 2020 through June 1, 2020 (we will continue to reevaluate this and other measures)
- + Applies to all fully insured, State Health Plan, and Medicare members. Self-funded employer groups will be given the option to apply these changes to their employees' plans.
- + Applies for treatments at both in-network and out-of-network hospitals. Blue Cross NC will reimburse providers in full at its in-network or Medicare rates in an effort to support them financially and administratively during this emergency.
- + Will work to shield members from balance billing and will work with providers to ensure access to affordable care during this crisis. We encourage out-of-network providers to accept our payment in full and to work together to shield North Carolinians from financial harm.

Vendor-based telehealth cost-share waiver

- + Waiving cost sharing for all telehealth visits conducted through MDLive and/or Teladoc for 90 days, effective March 6, 2020 through June 4, 2020
- + Applicable only to plans that offer MDLive or Teladoc benefits through their Blue Cross NC benefit plan
- + Applicable to fully-insured individual and group customers and high deductible health plans. We are offering the provision to our Administrative Services Only (ASO) groups via an opt-out process. We notified groups of this on March 26, 2020



BEHAVIORAL HEALTH PROVIDER FAQs

Note: Q&A is now open.

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Cost-share waiver: What applies to behavioral health services?

- + Vendor-based telehealth cost-share waiver (i.e. services provided by MDLive or Teladoc).
- + Other announced cost-share waivers are for COVID-19-related testing, screening and treatment and would not include behavioral health services.
- + For non-vendor-based telehealth services, members are still responsible for typical cost-sharing (co-pay, deductible, coinsurance) as if they were seeing a behavioral health provider in the office.

Expanded telehealth: What applies to behavioral health services?

- + You can provide any services covered under your existing Blue Cross NC contract using telehealth (video and/or audio) in accordance with the [Temporary Expansion of Reimbursement for Telehealth Services](#).
- + Services can be provided for conditions not related to COVID-19.
- + Any services that you provided previously that required prior authorization, will still require prior authorization using telehealth.
- + **If you would like to be added to a temporary directory of behavioral health providers using telehealth in response to COVID-19: [Complete the survey](#) found on our coronavirus provider site. One survey per organization is sufficient.**

Expanded telehealth: How do I submit claims?

- + These temporary measures include virtual care encounters for patients that can replace in-person interactions across care settings. They include virtual encounters through video OR telephone (audio-only).
 - For video telehealth visits be sure to include ***Place of Service (02)***.
 - For telephone (audio-only) telehealth visits be sure to include **both *Telehealth as Place of Service (02)* and *CR (catastrophe/disaster-related)* modifier.**

- + We again apologize for any confusion as it has taken some time to configure our systems for these changes. Because of this, the reimbursement amounts you're seeing on Blue e are not final. We are automatically reprocessing all telehealth claims for the parity amount.

- + Providers should wait until after they receive their EOPs prior to taking any action on these claims. As usual, EOPs will be posted within 30 days of the claim submission.

Q&A

Please follow the instructions on the next slide.

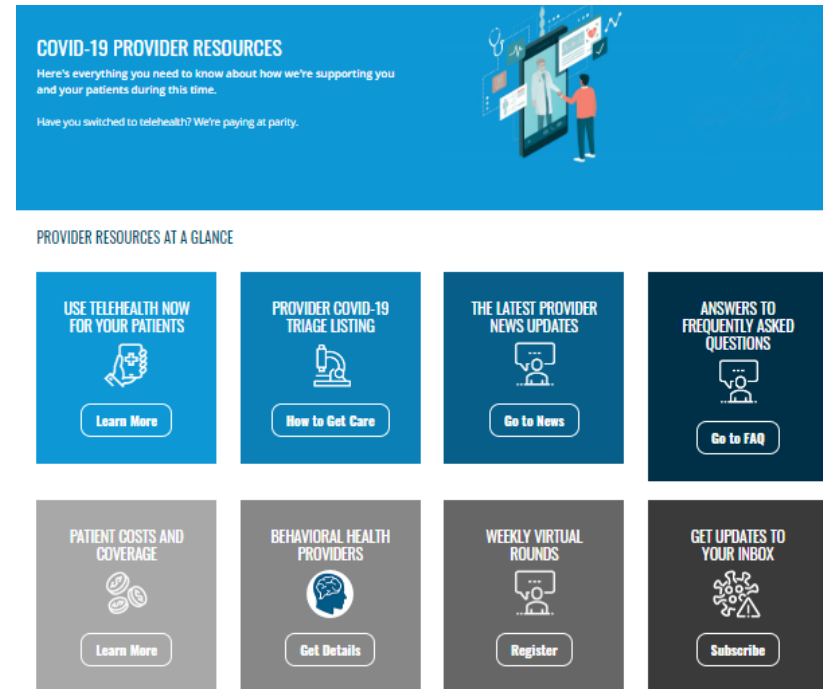
Instructions

- + Use the Q&A box under the webinar screen.
- + Read the questions that are published before submitting your own.
- + Please do not submit duplicate questions. Instead, click the heart to vote for the question.
- + We will answer the questions with the most votes first.

NEXT STEPS

Latest information

- + Visit [BlueCrossNC.com/Coronavirus-Providers](https://www.BlueCrossNC.com/Coronavirus-Providers).
- + We will post the slides on this page.
- + Remember to sign up for E-briefs.
- + Join us for weekly "Virtual Rounds" with Dr. Janet McCauley, Dr. Larry Wu and Glenna McMenamin every Monday from 1-2 p.m. [Sign up in our registration form.](#)



COVID-19 PROVIDER RESOURCES
Here's everything you need to know about how we're supporting you and your patients during this time.
Have you switched to telehealth? We're paying at parity.

PROVIDER RESOURCES AT A GLANCE

- USE TELEHEALTH NOW FOR YOUR PATIENTS [Learn More](#)
- PROVIDER COVID-19 TRIAGE LISTING [How to Get Care](#)
- THE LATEST PROVIDER NEWS UPDATES [Go to News](#)
- ANSWERS TO FREQUENTLY ASKED QUESTIONS [Go to FAQ](#)
- PATIENT COSTS AND COVERAGE [Learn More](#)
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THANK YOU