

May 26, 2020  
Virtual Rounds



NC



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



## Agenda

- + Brief overview of all Blue Cross NC COVID-19 measures
- + Latest news
  - Telehealth reimbursement reminders
  - In-network lab capacity update
- + 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



## COVID-19 (Coronavirus)

Measures We're  
Taking to Support  
Members and  
Clinicians

For the latest updates, please visit  
[BlueCrossNC.com/Coronavirus](https://www.BlueCrossNC.com/Coronavirus)



Expanded Telehealth  
Measures



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



No Prior Authorization for  
COVID-19 Testing.

Notification Only for Some  
PPA Requirements.



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



Refill Medications Early

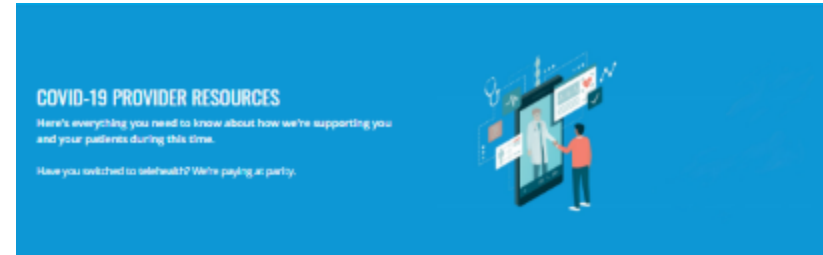
# BRIEF OVERVIEW OF ALL BLUE CROSS NC MEASURES FOR COVID-19



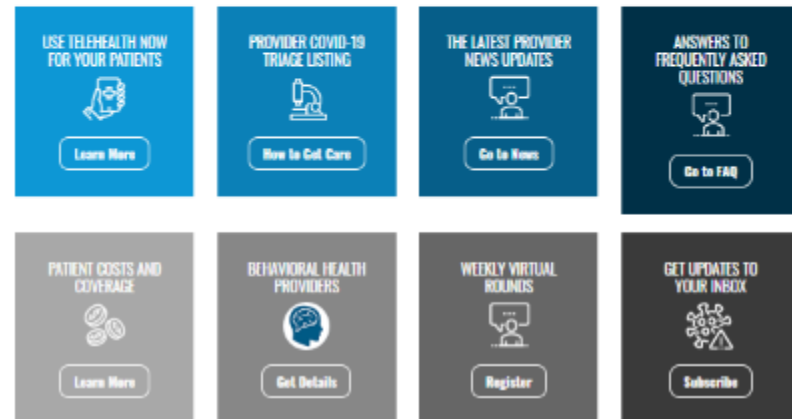
## How our measures apply to patients

- + 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 are working with self-funded groups to revise their benefits for each measure. We can't guarantee benefits or payments for self-funded, FEP or IPP. Use the contacts on the back of a patient's card to verify benefits for these plans.

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



### PROVIDER RESOURCES AT A GLANCE



## Update as of 5/27/2020

- + Please see our [Provider News update](#) on the latest deadlines for our COVID-19 measures.
- + We will review this information during the June 1 Virtual Rounds session.



# LATEST NEWS

Slides updated as of 05.26.2020. Content is subject to change.  
Please visit [BlueCrossNC.com/coronavirus-providers](https://www.BlueCrossNC.com/coronavirus-providers) for the most up-to-date information

## Telehealth reimbursement reminders

- + **Commercial:** We had a higher volume of telehealth claims that require adjustment than anticipated. There is no action needed by providers at this time to correct claims. We apologize for the delay, but we expect to be able to have these corrected by the end of May.
- + **Medicare:** We are set up to accept codes identified and approved by CMS for telehealth for the Medicare Advantage plans that we offer/administer. These changes will be in effect through the end of the declaration CMS implemented. If you are a Blue Cross NC MA provider and feel your telehealth claim has been paid incorrectly, please contact Medicare Advantage Provider Services at 888-296-9790.

## Coding reminders: **Paying at parity for telehealth**

### + **Commercial Members**

- Place of Service (POS) 02
- Audio/Phone only (no video):  
POS 02 **and** -CR  
(catastrophe/disaster-related)  
modifier
- Modifiers –95 and –GT are  
allowed but not required
- **Do not** use POS 02 for billing  
services that must be done in a  
face to face encounter (i.e. labs,  
injections)

### + **Members of Medicare Advantage plans that Blue Cross NC offers or administers, including Experience Health**

- Follow CMS guidance and use POS  
11, 22 or 19 (whichever is  
appropriate) and the -95 modifier for  
telehealth.
- If you are a MA provider and use  
POS 02, the reimbursement  
configuration may not apply your  
claim to the correct fee schedule.
- CMS released additional codes that  
they will approve for telehealth due  
to COVID-19. For a list of codes,  
please visit the [CMS website](#).



## In-network lab capacity

- + Current daily capacity for PCR testing exceeds 230k tests/day
- + The following In Network labs expect to increase capacity by June:
  - LabCorp (PCR from 75k to 150k/day; Antibody from 70k to 300k/day)
  - Quest (Antibody capacity from 150k to 200k/day)
  - BioReference (Antibody capacity from 100k to 400k/day)
- + **REMINDER:** Covid-19 updates and related information available on the Avalon website at [www.avalonhcs.com](http://www.avalonhcs.com)

Lab	PCR	CAP	TAT	AB	CAP	TAT
LabCorp	Y	75,000	1-3 d	Y	70,000	1-3 d
Quest	Y	50,000	1-2 d	Y	150,000	1-2 d
BioReference	Y	35,000	1-2 d	Y	100,000	3 d
Sonic CPL	Y	20,000	1-3 d	Y	100,000	24 h
Mako Medical Lab	Y	12,000	1-2 d	Y	11,000	1 d
Premier Medical Lab	Y	10,000	1-3 d	Y	6,000	1-2 d
Eurofins-Diatherix	Y	5,000	1-2 d	Y	5,000	2-4 d
MDL	Y	5,000	1-2 d	Y	1,000	3 d
Neogenomics	Y	3,400	1-4 d	N	N/A	
AIT	Y	2,600	1-2 d	N	N/A	
BAKO	Y	2,500	1-2 d	N	N/A	
Precision Genetics	Y	2,400	1 d	N	N/A	
PathGroup	Y	2,200	1-2 d	Y	500	1 d
LabTech	Y	2,000	1-2 d	Y	3000	1 d
Luxor	Y	1,000	1-3 d	Y	350	1-2 d
Wake Med Lab Consul	Y	1,000	1 d	N	N/A	
SMA	Y	1,000	1-2 d	N	N/A	
Inform Diagnostics	Y	200	1-2 d	N	N/A	

## 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.

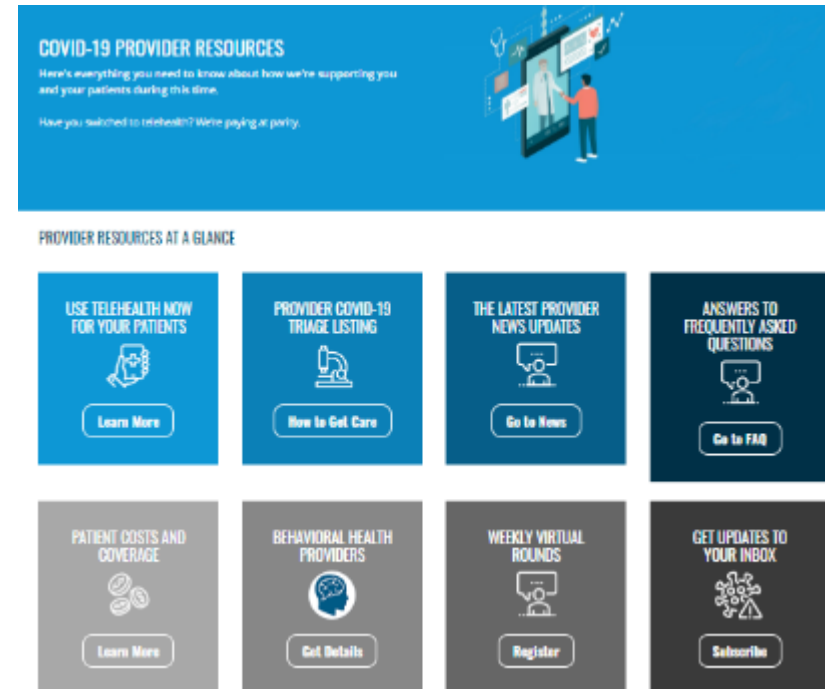


## NEXT STEPS

Slides updated as of 05.26.2020. Content is subject to change.  
Please visit [BlueCrossNC.com/coronavirus-providers](https://www.bluecrossnc.com/coronavirus-providers) for the most up-to-date information

## Latest information

- + Visit [BlueCrossNC.com/Coronavirus-Providers](https://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.](#)
  - Next week will be on Tuesday, May 26 at 1 p.m. Blue Cross NC will be closed on Monday in observance of Memorial Day.



The screenshot shows the "COVID-19 PROVIDER RESOURCES" page. At the top, there is a header with the title and a sub-header: "Here's everything you need to know about how we're supporting you and your patients during this time." Below this, there is a question: "Have you switched to telehealth? We're paying at parity." To the right of the text is an illustration of a person standing next to a large screen displaying a medical professional. Below the header is a section titled "PROVIDER RESOURCES AT A GLANCE" which contains eight cards arranged in two rows. Each card has a title, an icon, and a button. The first row includes: "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), and "ANSWERS TO FREQUENTLY ASKED QUESTIONS" (Go to FAQ). The second row includes: "PATIENT COSTS AND COVERAGE" (Learn More), "BEHAVIORAL HEALTH PROVIDERS" (Get Details), "WEEKLY VIRTUAL ROUNDS" (Register), and "GET UPDATES TO YOUR INBOX" (Subscribe).



THANK YOU

Slides updated as of 05.26.2020. Content is subject to change.  
Please visit [BlueCrossNC.com/coronavirus-providers](https://www.BlueCrossNC.com/coronavirus-providers) for the most up-to-date information