

June 1, 2020
Virtual Rounds



NC



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



Agenda

- + Extension of measures
- + 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.

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.



LATEST NEWS

Slides updated as of 06.01.2020. Content is subject to change.
Please visit [BlueCrossNC.com/coronavirus-providers](https://www.bluecrossnc.com/coronavirus-providers) for the most up-to-date information

DEADLINE EXTENSION



The following measures are extended through July 31, 2020:

- + **Virtual Care:** Blue Cross NC will continue its expanded virtual care policy. Under this expanded policy, visits to providers that previously required an in-person encounter can be performed virtually and will be paid at parity with office visits as long as they are medically necessary, meet criteria in the updated Blue Cross NC Telehealth Corporate Reimbursement Policy, and occur on or after March 6, 2020. This includes virtual care encounters for patients that can replace in-person interactions across appropriate care settings, including outpatient clinics, hospitals, and the emergency departments. This measure applies to all Blue Cross NC members and Experience Health members.
- + **COVID-19 Treatment Cost-Share Waivers:** Blue Cross NC will continue waiving member cost-sharing (copays, deductibles and coinsurance) for COVID-19 related treatment that is medically necessary and consistent with CDC guidance if a member is diagnosed with COVID-19. This measure applies to all fully insured, State Health Plan, Federal Employee Program, Blue Cross NC Medicare Advantage members, and Experience Health members. Self-funded employer groups will be given the option to apply these changes to their employees' plans.

+

The following measure will be extended through June 30, 2020:

- + **Prior Authorization Waiver for COVID-19 Related Services:** Blue Cross NC will continue waiving prior authorization requirements for emergent non-elective inpatient admissions, durable medical equipment and post-acute care services that are medically necessary for COVID-19 related services. This measure applies to all Blue Cross NC members and Experience Health members. We will provide an update on this measure by June 15.

DEADLINE EXTENSION



The following measure is required by current laws and guidance. We will continue to monitor for any changes to the benefits and length of coverage.

- + **COVID-19 Testing and Doctor Visit Cost-Share Waivers:** Blue Cross NC is waiving member cost-sharing (copays, deductibles and coinsurance) for COVID-19 related clinical visits and testing that is ordered by a provider, medically necessary and FDA cleared, approved or authorized for members with a suspected or confirmed COVID-19 diagnosis. Specifically, there will be no member cost-share for COVID-19 testing or clinical visits to determine if testing is needed through virtual care visits, outpatient office visits, urgent care visits or ER visits. This measure applies to all Blue Cross NC members and Experience Health members.

Non-COVID-19 services

- + The prior authorization waiver for non-COVID-19 related services **expired on May 31, 2020**. This means that providers should follow their usual process for prior authorization for emergent non-elective inpatient admissions, skilled nursing facility, acute inpatient rehabilitation, and home health services with a date of service on or after June 1, 2020. As hospitals return to doing elective procedures, and the state takes steps to return to business, we are doing the same by reinstating some of our normal policies such as prior authorizations.
- + For non-COVID-19 vendor-based telehealth services (MDLIVE or Teladoc), the member cost-share waiver **expires on June 4, 2020**. This means that cost-sharing (copays, deductibles, coinsurance) will apply for members who have access to these services through their Blue Cross NC plans, starting on June 5, 2020.
- + Blue Cross NC's early medication refills policy is set to expire when the North Carolina state of disaster **expired on May 31, 2020**. Members can still ask their doctor to order a 90-day prescription of maintenance medication(s) for ongoing conditions or needs and can even ask for these to be mail-ordered for delivery to their homes.

REEVALUATING ALL MEASURES



- + We made the decision not to renew the three measures on the previous slide based on public health data.
- + We are closely monitoring the COVID-19 pandemic and will consider reinstating these measures if needed.
- + We will continue to reevaluate our COVID-19 measures as the situation evolves and will notify you of any extensions or expirations.



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



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



No Prior Authorization for
COVID-19 Testing and
Related Services

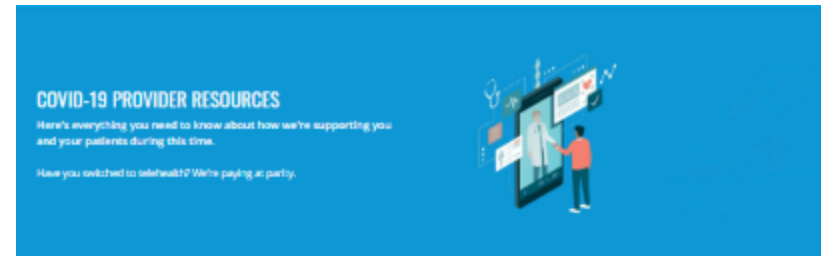


Members with suspected and
confirmed COVID-19 diagnosis:
No prior authorization for
diagnostic tests and covered
services that are medically
necessary based on CDC
guidelines.

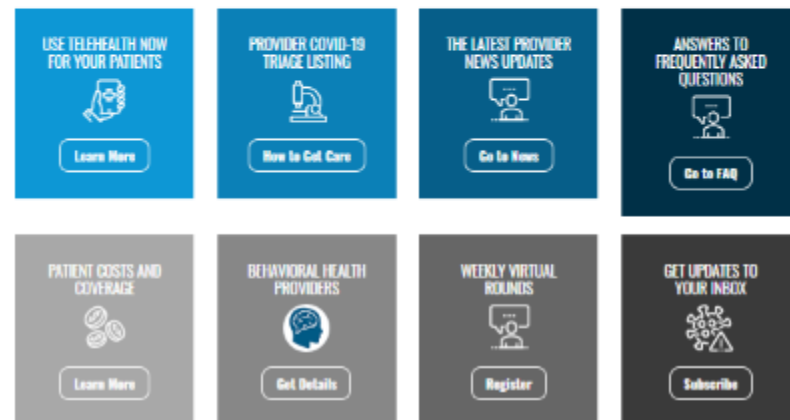
How our measures apply to patients

- + 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.

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PROVIDER RESOURCES AT A GLANCE



In-network testing capacity

- + Testing capacity within the network is relatively unchanged from last week.
- + It is being reported that orders for COVID-19 diagnostic testing are less than the existing test capacity, and that both LabCorp and Quest Diagnostics have current excess capacity.
- + As a result, labs have begun marketing diagnostic and antibody testing directly to employer groups.
- + A recent survey of employers reports that just 4% say they are planning to conduct serology screening for antibodies to COVID-19. Only 3% of employers say that they plan to screen for the presence of the virus.

REMINDER: Check the Avalon site (www.avalonhcs.com) for more info

Lab	RT-PCR	Capacity	TAT	Antibody	Capacity	TAT
LabCorp	Y	75,000	1-3 days	Y	100,000	1-3 days
Quest	Y	50,000	1-2 days	Y	200,000	1-2 days
BioReference	Y	35,000	1-2 days	Y	100,000	3 days
Sonic CPL (Clinical Pathology Lab)	Y	20,000	1-3 days	Y	100,000	24 hrs
Mako Medical Lab	Y	12,000	1-2 days	Y	11,000	1 day
Premier Medical Lab	Y	10,000	1-3 days	Y	6,000	1-2 days
Eurofins-Diatherix	Y	10,000	1-2 days	Y	5,000	2-4 days
MDL (Medical Diagnostic Lab)	Y	5,000	1-2 days	Y	1,000	3 days
Neogenomics	Y	3,400	1-4 days	N	N/A	
BAKO	Y	2,500	1-2 days	N	N/A	
Precision Genetics	Y	2,500	1 day	N	N/A	
PathGroup	Y	2,200	1-2 days	Y	500	1 day
LabTech	Y	2,000	1-2 days	Y	3000	1 day
Luxor	Y	1,000	1-3 days	Y	350	1-2 days
Wake Medical Lab Consultants	Y	1,400	1 day	N	N/A	
SMA	Y	1,000	1-2 days	TBD	TBD	TBD
Inform Diagnostics	Y	200	1-2 days	N	N/A	

Source: Avalon Healthcare Solutions
Current as of 05.29.20

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.

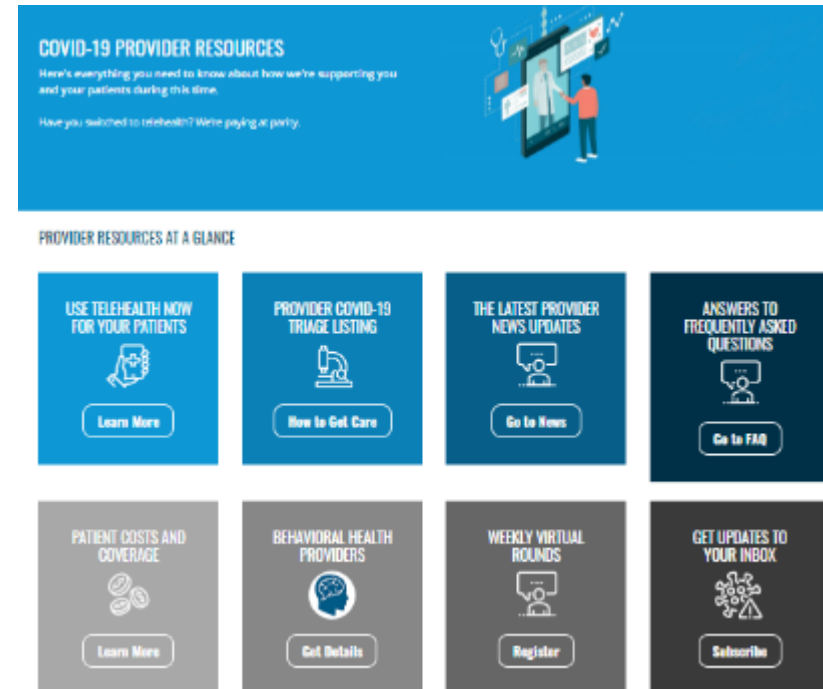


NEXT STEPS

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Latest information

- + Visit BlueCrossNC.com/Coronavirus-Providers.
- + We will post the slides on this page.
- + Remember to sign up for E-briefs.
- + Join us for biweekly "Virtual Rounds" with Dr. Janet McCauley, Dr. Larry Wu, Glenna McMenamin and Scott Lewis every other 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	BEHAVIORAL HEALTH PROVIDERS  Get Details	WEEKLY VIRTUAL ROUNDS  Register	GET UPDATES TO YOUR INBOX  Subscribe



THANK YOU

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