

June 15, 2020
Virtual Rounds



NC



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



Agenda

- + Overview of all measures and deadlines
- + Latest news
 - CMS interim final rule on telehealth billing
 - 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.



OVERVIEW OF ALL MEASURES AND DEADLINES

Slides updated as of 06.15.2020. Content is subject to change.
Please visit [BlueCrossNC.com/coronavirus-providers](https://www.BlueCrossNC.com/coronavirus-providers) for the most up-to-date information



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

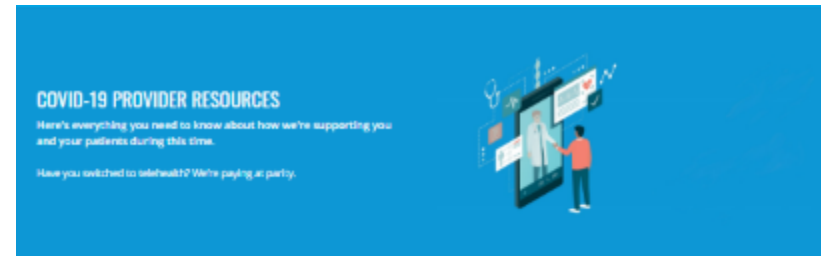


Members with suspected and
confirmed COVID-19 diagnosis:
No prior authorization for
diagnostic tests and covered
services that are medically
necessary based on CDC
guidelines.

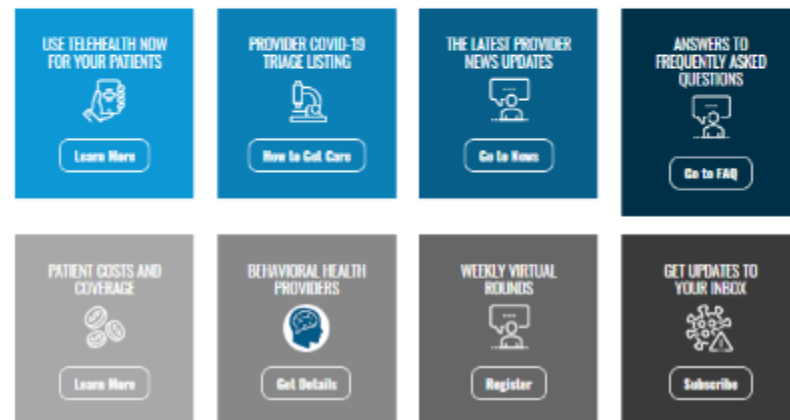
How our measures apply to patients

- + 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.

BlueCrossNC.com/Coronavirus-Providers



PROVIDER RESOURCES AT A GLANCE



OVERVIEW OF DEADLINES



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 commercial plans and Medicare Advantage plans offered and administered by Blue Cross NC, including Experience Health. **Note:** [We announced on June 18 that we are extending this measure through Dec. 31, 2020.](#)
- + **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.

OVERVIEW OF DEADLINES – NEW UPDATE



The following measures will be extended through July 31, 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 commercial plans and Medicare Advantage plans offered and administered by Blue Cross NC, including Experience Health.
- + **Prior Authorization Required for Hydroxychloroquine and Chloroquine:** Blue Cross NC is requiring prior authorization for hydroxychloroquine and chloroquine. Additionally, Blue Cross NC has modified criteria to only cover these drugs for COVID-19 if a member has been started on hydroxychloroquine or chloroquine in the hospital and requires outpatient continuation. This measure applies to pharmacy benefit coverage for all Commercial and Medicare Advantage members who have their pharmacy benefits through Blue Cross NC, including individual (under-65) customers, fully insured group customers and self-funded (administrative services only) group customers. These changes will not apply to State Health Plan customers, Federal Employee Program customers or any self-funded employer groups that carve out their pharmacy benefits to another pharmacy benefits manager.

OVERVIEW OF DEADLINES



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 commercial plans and Medicare Advantage plans offered and administered by Blue Cross NC, including Experience Health.



LATEST NEWS

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CMS interim final rule (CMS-1744-IFC) on telehealth billing

- + Blue Cross NC is adopting EM coding level selection recommendations from the [CMS interim final rule](#) published on April 6, 2020, for our commercial line of business.
- + Medicare Advantage will also follow this recommendation from the CMS interim final rule.
- + The interim rule allows providers to select levels of Evaluation and Management services for telehealth visits based on the complexity of the medical decision making (MDM) or total time requirements, rather than components of history and physical examination or proportion of time performing counseling or care coordination.
- + This provision will be effective April 6, 2020, through July 31, 2020, or until further notice.
- + Per the interim final rule, this policy is similar to the policy that will apply to all office/outpatient E/Ms beginning in 2021, under policies finalized in the CY 2020 PFS final rule. The 2020 PFS final rule, effective Jan. 1, 2021, will impact both telehealth and in person services.

In-network testing capacity

- + The large laboratories continue to keep pace with demand.
- + Testing locations vary by state and community and most states have websites that maintain a listing of the various sites that may offer testing.
- + While the evidence of testing is limited within the claims stream, the lab providers report that they are testing for employer groups, hospitals (as a reference lab), and in partnership with other programs such as CVS, Walgreens, and Walmart.
- + GoodRx , the web service for discount pharmacy services, has a webpage devoted to the tracking of COVID-19 testing sites by state.

Lab	RT-PCR	Capacity	TAT	AB	Capacity	TAT
LabCorp	Y	90,000*	1-3 days	Y	200,000	1-3 days
Quest	Y	80,000	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	3,000	1 day
Luxor	Y	5,000	1-3 days	Y	500	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	

*Denotes change from last report

Source: Avalon Healthcare Solutions
Current as of 06.15.20

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.

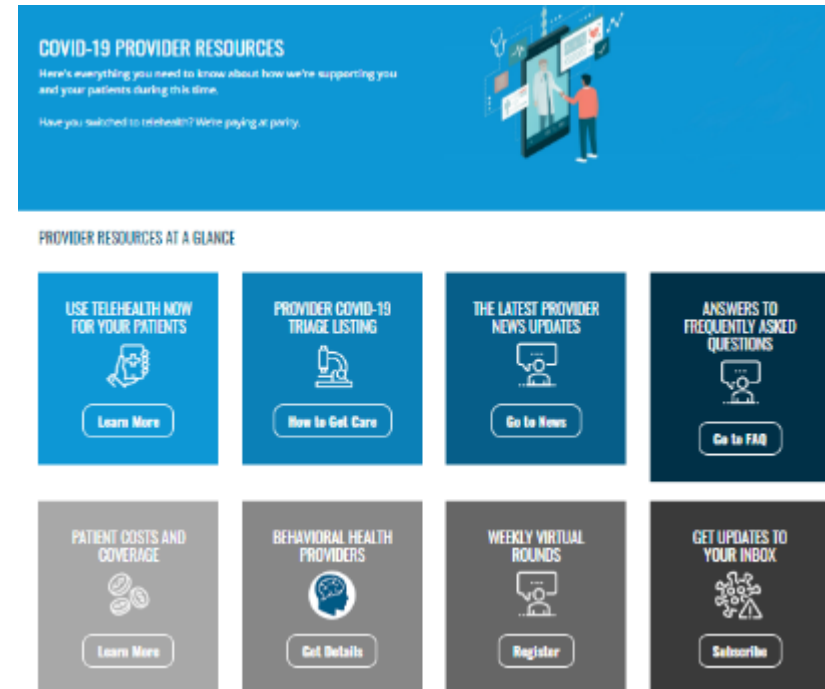


NEXT STEPS

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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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