

July 13, 2020
Virtual Rounds



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



Agenda

- + Updated deadlines for measures
- + Latest news
 - Reminders: Coding guidance for visits/services to determine if COVID-19 testing is needed
 - 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.



OVERVIEW OF ALL MEASURES AND DEADLINES

Slides updated as of 07.13.2020. 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

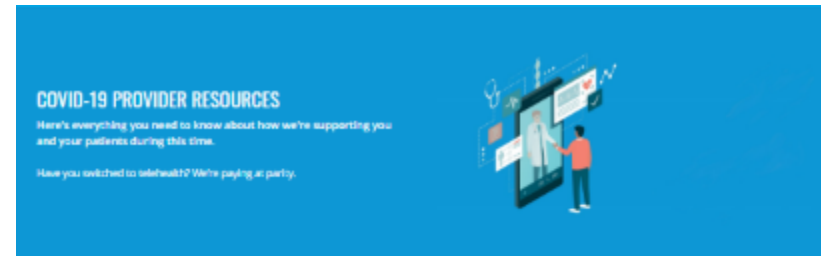


Members with suspected and
confirmed COVID-19 diagnosis:
No prior authorization for
diagnostic tests and covered
services that are medically
necessary based on CDC
guidelines.

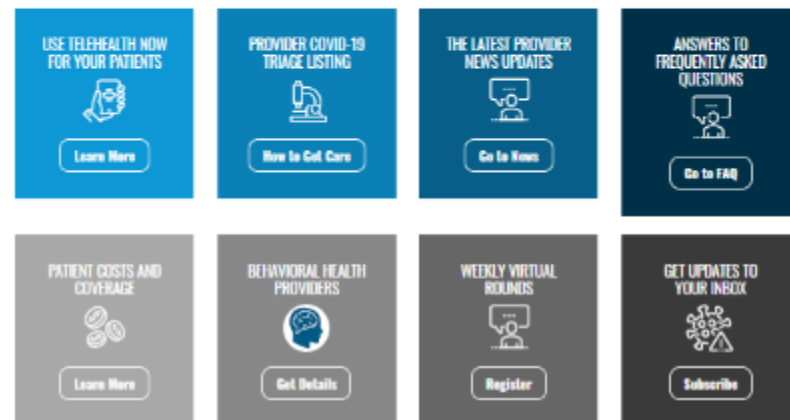
How our measures apply to patients

- + 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



The following measure is extended through Dec. 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.

OVERVIEW OF DEADLINES – NEW UPDATE



The following measure is extended through Sept. 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 commercial plans and Medicare Advantage plans offered and administered by Blue Cross NC, including Experience Health.

OVERVIEW OF DEADLINES – NEW UPDATE



The following measure is extended through Oct. 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



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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Reminder: Coding guidance for visits/services to determine if COVID-19 testing is needed

- + Effective Aug. 1, 2020, providers should use the -CS modifier to indicate any COVID-19 testing-related services that result in an order for or administration of a COVID-19 test.
- + The -CS modifier should be applied to diagnostic imaging, labs and physician encounters (both face-to-face and telehealth) to determine if testing is needed for individuals with COVID-19 symptoms.
- + Please **do not** use the -CS modifier if you are screening a patient for COVID-19 (i.e., pre-op testing services). The modifier only should be used for visits and services to determine if COVID-19 testing is necessary.
- + The -CS modifier is **not** required for the COVID-19 test itself.

Reminder: Coding guidance for visits/services to determine if COVID-19 testing is needed (cont.)

- + If another modifier is required for reimbursement purposes (e.g. -26 on a radiology procedure or -CR to indicate audio only for a commercial telehealth visit), the -CS modifier may be placed in the second or third position.
- + Do **not** use the -CS modifier for treatment of COVID-19 or any other diagnosis. This is the most common error we have seen.
- + This coding guidance applies to Blue Cross NC fully-insured and State Health Plan members.
- + Medicare Advantage plans offered or administered by Blue Cross NC, including Experience Health, should follow CMS guidelines for use of the -CS modifier.
- + Blue Cross NC will be consulting with self-insured employer groups regarding revising their benefits.

Testing trends

- + Despite the rapid expansion of testing capacity, demand for testing has been growing faster. Orders for molecular diagnostic services grew by approximately 50 percent over the past three weeks causing some delays in turnaround time.

- + For example, the average turnaround time for Quest continues to be one day for Priority 1 patients and two-three days for all other populations. Given increased demand, however, individuals can expect average turnaround times – near term – to extend in excess of 3 days.

- + Rapid growth in demand stems from:
 - Increased spread of the virus across much of the United States;
 - Pre-op patients being tested before undergoing procedures in hospital settings;
 - Demand from additional sectors, such as federally qualified health care centers (FQHCs), nursing homes and prisons;
 - Drive-up/walk through community events held in collaboration with government agencies and corporations; and
 - Organizations bringing employees back to work.

Source: Avalon Healthcare Solutions
Current as of 07.08.20

In-network testing capacity

Lab	PCR	Cap	TAT	AB	Cap	TAT
LabCorp	Y	130,000	1-3 days	Y	300,000	1-3 days
Quest	Y	105,000	1-3 days	Y	200,000	1-2 days
BioReference	Y	35,000	1-2 days	Y	100,000	3 days
Sonic CPL	Y	20,000	1-3 days	Y	100,000	24 hrs
Mako Med Lab	Y	12,000	1-2 days	Y	20,000	1 day
Premier Med 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
Aegis	Y	10,000	1-2 days	N	N/A	N/A
Med Diag 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	
Luxor	Y	5,000	1 day	Y	500	1-2 days

Lab	PCR	Cap	TAT	AB	Cap	TAT
Precision Genetics	Y	4,000	1 day	N	1,500	N/A
PathGroup	Y	2,200	1-2 days	Y	500	1 day
Radeas	Y	2,400	2-4 days	Y	4,000	1 day
LabTech	Y	2,000	1-2 days	Y	3,000	1 day
Wake Med Lab Consultants	Y	1,400	1 day	N	N/A	N/A
SMA	Y	3,400	1 day	TBD	TBD	TBD
Inform Diagnostics	Y	200	1-2 days	N	N/A	

***Denotes change from last report**

Covid-19 updates available on the Avalon website @ avalonhcs.com

Source: Avalon Healthcare Solutions
Current as of 07.08.20

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.

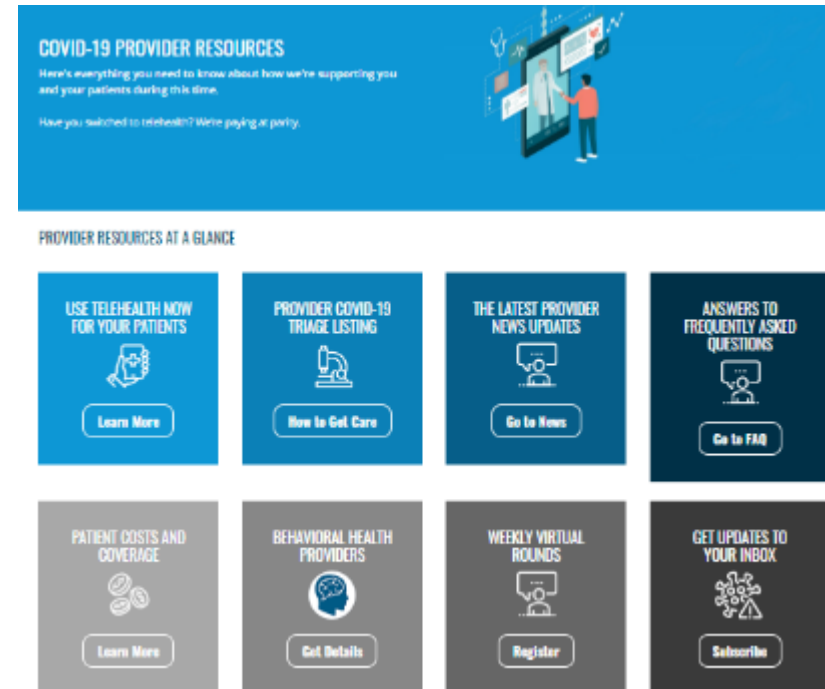


NEXT STEPS

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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.](#)



The screenshot shows the "COVID-19 PROVIDER RESOURCES" section of the Blue Cross of North Carolina website. It features a blue 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 is a question: "Have you switched to telehealth? We're paying at parity." To the right is an illustration of a person interacting with a large screen displaying various icons. Below the header is a section titled "PROVIDER RESOURCES AT A GLANCE" which contains eight interactive buttons arranged in two rows. The top row buttons are: "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 bottom row buttons are: "PATIENT COSTS AND COVERAGE" (Learn More), "BEHAVIORAL HEALTH PROVIDERS" (Get Details), "WEEKLY VIRTUAL ROUNDS" (Register), and "GET UPDATES TO YOUR INBOX" (Subscribe).



THANK YOU

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