

Aug. 24, 2020
Virtual Rounds



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



Agenda

- + Overview of all measures and deadlines
- + Latest news
 - Claims submission for COVID-19 testing for inpatient preadmission services
 - Coding for COVID-19 treatment cost-share waivers
 - -CS modifier reminders
 - In-network lab updates
- + 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 08.24.2020. 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

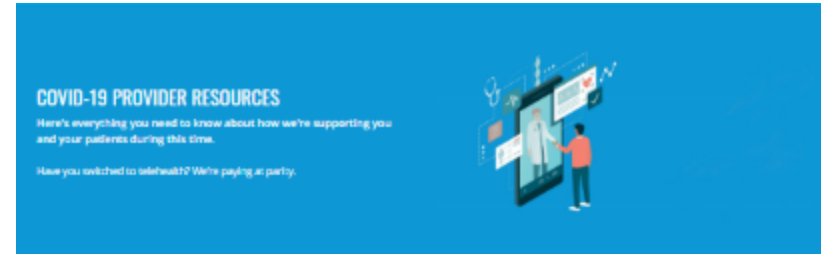


Members with suspected and
confirmed COVID-19 diagnosis:
No prior authorization for
diagnostic tests and covered
services that are medically
necessary based on CDC
guidelines.

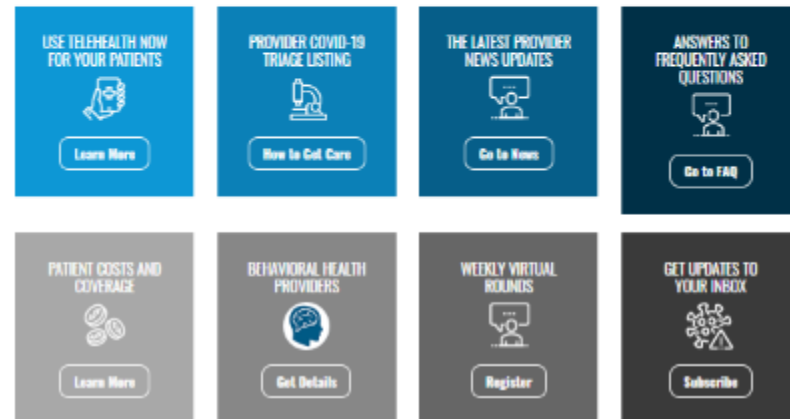
How our measures apply to patients

- + 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.

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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.

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.

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 Clinical Visit Cost-Share Waivers:** Blue Cross NC will waive member cost-sharing (including deductibles, copayments, and coinsurance) for allowed charges for COVID-19 testing or for a clinical visit or call to determine if testing is necessary. 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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Claims submission for COVID-19 testing for inpatient preadmission services

- + When administering a COVID-19 test for inpatient preadmission services, providers should include the COVID-19 test on the same claim form as the surgery. Per the policy in The Blue Book provider manual, Blue Cross and Blue Shield of North Carolina (Blue Cross NC) will pay for the test as part of the global charge:
 - Preadmission testing is the medically necessary laboratory and X-ray testing performed on an outpatient basis prior to a scheduled inpatient surgical procedure. These medically necessary services are rendered by or accepted by the admitting hospital.
 - All preadmission services performed at the hospital within 72 hours of the admission will be considered and paid as part of the global preoperative fee and should be included on the UB-04 claim form when used to report scheduled admissions/surgeries.
- + If you have questions about your COVID-19-related claims, [please complete this form](#).

Coding for COVID-19 Treatment Cost Share Waiver

- + Diagnosis code U07.1 should be in the primary or principal position on the claim with the following exceptions:
 - Sepsis present upon admission
 - A41.89 in the primary position/U07.1 secondary position
 - Pregnancy
 - O98.51x in primary position/ U07.1 in secondary position
 - HIV
 - B20 in primary position/U07.1 in secondary position

- + These are based on ICD-10 Correct Coding Guidelines for COVID-19

-CS modifier reminders

- + Effective for dates of service on or after 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.
- + 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.

-CS modifier reminders

When to use the -CS modifier

- + For diagnostic imaging, labs and physician encounters (both face-to-face and telehealth) to determine if testing is needed for individuals with COVID-19 symptoms or with a suspected exposure to COVID-19.
- + 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.

When **not** to use the -CS modifier

- + **Do not** use the -CS modifier to screen patients who have no symptoms and no suspected exposure to 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.
- + **Do not** use the -CS modifier for treatment of COVID-19 or any other diagnosis. This is the most common error we have seen.

General coding/claims reminders

- + We cannot control or guarantee any benefits or payments for other Blues plans or FEP. You should check the back of the patient's insurance card and use the contact information listed for benefit verification.
- + You can view [detailed coding guidance on our website](#).
- + You also can visit the [Blue Cross and Blue Shield Association's Coronavirus Updates page](#) to find out how local Blues plans are responding to the pandemic.
- + For information on FEP, visit <https://www.fepblue.org/en/coronavirus-updates>.
- + For the latest CPT coding updates from the American Medical Association (AMA), [visit the AMA website](#).

Testing trends

- + Extended turnaround times for Covid-19 diagnostic testing continue. LabCorp and Quest Diagnostics are warning of extended times for results. While priority patients can expect a 48-hour response, turnaround for non-priority patient testing may extend to 4-6 days for LabCorp, and over 7 days for Quest.
- + Labs measure turnaround time from receipt of the patient specimen in the lab to the time that the lab system registers a report. The time necessary to transport the specimen and the lag in actual receipt of the report may further extend those turnaround times.
- + While most of the smaller, regional labs are reporting shorter turnaround times, some labs are reporting that they are experiencing interruption in the supply chain for necessary testing materials, including swabs and reagents.
- + For a list of our in-network labs, we encourage you to visit our Provider News page at the following link: <https://www.bluecrossnc.com/provider-news/updated-participating-laboratory-list-and-reminder-about-use-avalon-network-0>

Source: Avalon Healthcare Solutions
Current as of 08.07.2020



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.

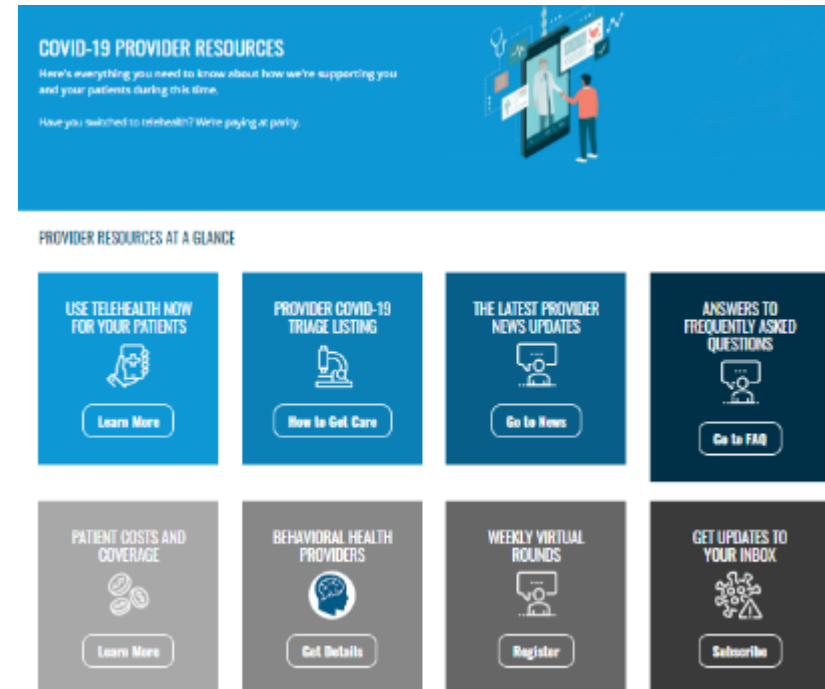


NEXT STEPS

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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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