

Sept. 8, 2020
Virtual Rounds



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



Agenda

- + Overview of all measures and deadlines
 - New deadline for the prior authorization waiver
- + Latest news
 - Coding for COVID-19 treatment cost-share waivers
 - 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.

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 09.08.2020. 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

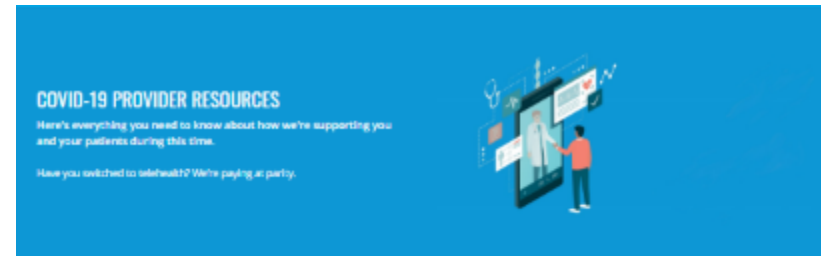


Members with suspected and
confirmed COVID-19 diagnosis:
No prior authorization for
diagnostic tests and covered
services that are medically
necessary based on CDC
guidelines.

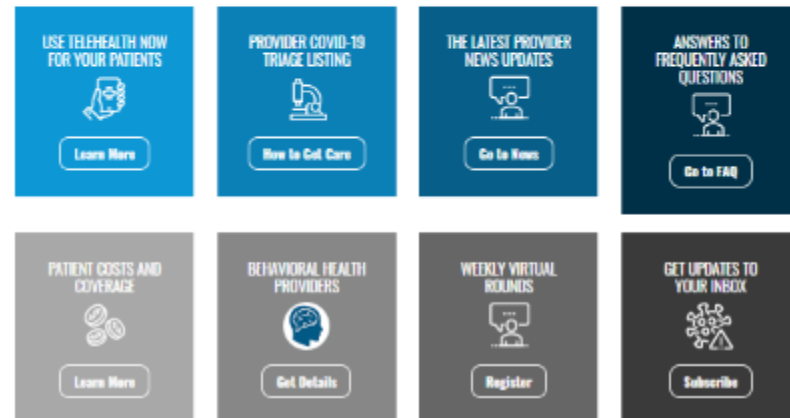
How our measures apply to patients

- + 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 Oct. 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.

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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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
- + Providers should only use U07.1 if they have a positive COVID-19 test for the patient.
- + Do not use U07.1 when billing for the COVID-19 test itself.
- + Do not use the -CS modifier when billing for the treatment of COVID-19.

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

- + With the addition of new laboratories for COVID-19 testing and increases in daily capacity by the national labs, the daily capacity of the Avalon network now exceeds 600,000 RT-PCR tests/day.
- + Both LabCorp and Quest report that they have cleared the backlog of specimens and are at an average of 1-3 days for non-priority specimens. Quest Diagnostics projects that they will increase their daily capacity of molecular (diagnostic) Covid-19 testing to 185,000 tests/day.
- + 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 08.31.2020

LATEST NEWS



Lab	RT-PCR	Capacity	TAT	Antibody	Capacity	TAT
LabCorp	Y	200,000	1-3 days	Y	300,000	1-3 days
Quest	Y	150,000	1 day (Prty) 1-2 days avg	Y	200,000	1-2 days
BioReference	Y	70,000	1-2 days	Y	260,000	3 days
GenetWorx	Y	40,000	2 days	Y	1,000	1 day
Sonic CPL (Clinical Pathology Lab)	Y	20,000	1-3 days	Y	100,000	1 day
Mako Medical Lab	Y	35,000	1-2 days	Y	20,000	1 day
Premier Medical Lab	Y	20,000	1-3 days	Y	50,000	1-2 days
Eurofins-Diatherix	Y	30,000	1-2 days	Y	15,000	2-4 days
Aegis	Y	10,000	1-2 days	N	N/A	N/A
MDL (Medical Diagnostic Lab)	Y	8,000	1-2 days	Y	1,000	3 days
Neogenomics	Y	3,400	1-4 days	N	N/A	N/A
BAKO	Y	2,500	1-2 days	N	N/A	N/A
Luxor	Y	5,000	1 day	Y	500	1-2 days
Precision Genetics	Y	5,000	1 day	N	1,250	N/A
AIT	Y	3,000	1-2 days	N	N/A	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 Medical Lab Consultants	Y	1,500	1 day	N	4,800	1 day
SMA	Y	1,000	1 day	TBD	TBD	TBD
Inform Diagnostics	Y	200	1-2 days	N	N/A	

Source: Avalon Healthcare Solutions

Current as of 08.31.2020

Changes identified in red

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.

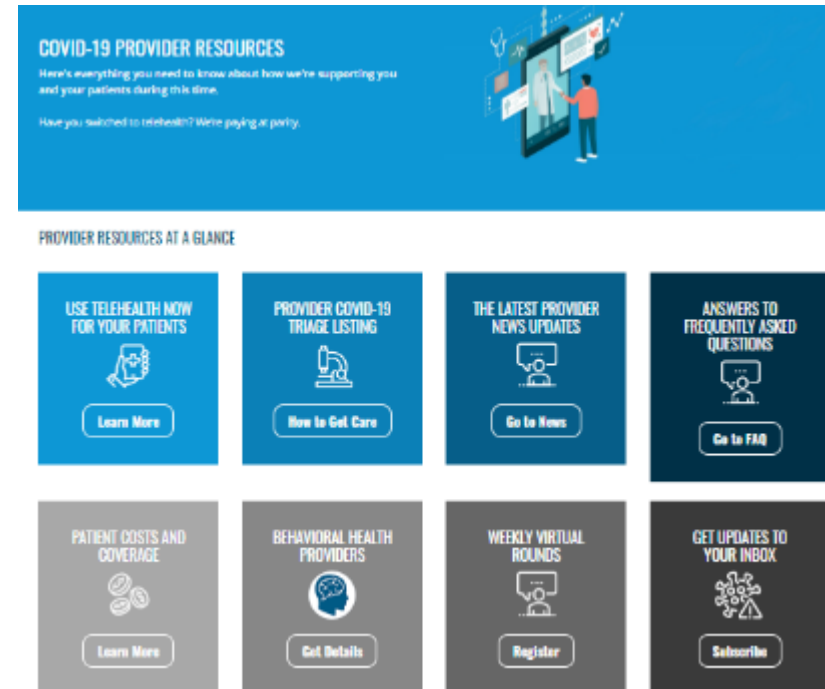


NEXT STEPS

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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 call to action: "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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