

Oct. 19, 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
 - Reminders on code 99072
 - ICD-10-PCS coding guidance for facility providers
 - 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.
 - Moving these sessions to **monthly**

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 10.19.2020. Content is subject to change.
Please visit 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

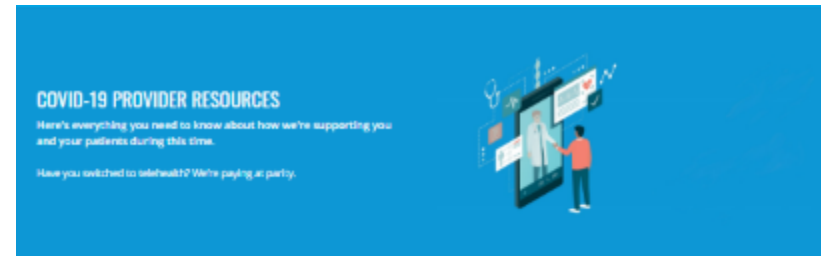


Members with suspected and
confirmed COVID-19 diagnosis:
No prior authorization for
diagnostic tests and covered
services that are medically
necessary based on CDC
guidelines.

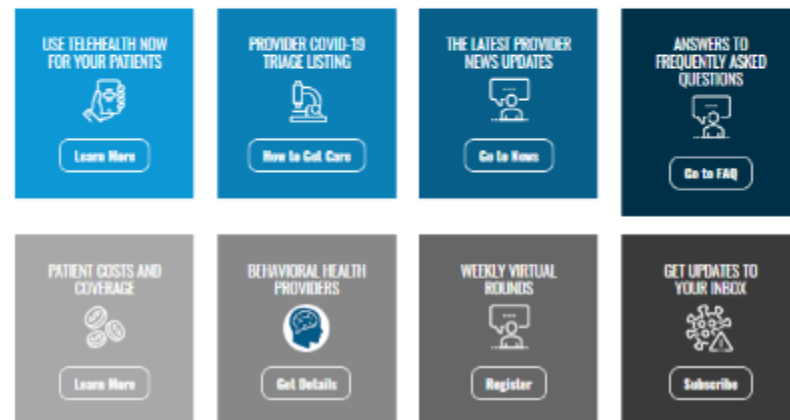
How our measures apply to patients

- + 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 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 Dec. 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 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



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

Slides updated as of 10.19.2020. Content is subject to change.
Please visit [BlueCrossNC.com/coronavirus-providers](https://www.BlueCrossNC.com/coronavirus-providers) for the most up-to-date information

Reminders on code 99072

- + Used to report additional practice expenses incurred during a Public Health Emergency (PHE), including supplies and additional clinical staff time, required to support a safe in-person provision of evaluation, treatment, or procedural service(s).
- + To be reported only once per in-person patient encounter per provider identification number (PIN), regardless of the number of services rendered at that encounter.
- + After a detailed analysis, Blue Cross NC has made the decision to allow for coverage of 99072 however there will be no separate reimbursement for this service.
- + Applies to Blue Cross NC commercial, Medicare Advantage and Experience Health members

ICD-10-PCS coding guidance for facility providers

- + CMS implemented 12 new procedure codes in response to COVID-19 to describe the introduction or infusion of therapeutics, including Remdesivir and convalescent plasma, into the International Classification of Diseases, Tenth Revision, Procedure Coding System (ICD-10-PCS).
- + These codes can only be used on inpatient facility claims with a procedure date of service on or after Aug. 1, 2020. For dates of service prior to Aug. 1, 2020, providers should bill 025x revenue code and J3490.
- + CMS also released instructions that the MS-DRG recognizing these new codes is effective for date of discharge on or after Aug. 1, 2020. This date is NOT the effective date of the codes.
- + Claims containing these codes with a procedure date of service prior to Aug. 1, 2020, will be rejected and mailed back to the provider.

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](#). If you have questions about a specific claim, [complete this form](#).
- + 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 policy

- + On September 8, 2020, Avalon's independent Clinical Advisory Board (CAB) met for its third-quarter policy review meeting. At this meeting, Avalon's policy on coronavirus testing was updated.
- + CAB reaffirmed its position that evidence supports the clinical utility of nucleic acid tests as diagnostic tests for COVID-19 for symptomatic patients, asymptomatic individuals with a known exposure, and those undergoing aerosol producing procedures.
 - They concluded that diagnostic antigen testing should be recommended for symptomatic patients, and that Antibody testing is not recommended except for children with the multisystem inflammatory syndrome (MIS-C).
- + Finally, CAB added their position about neutralizing antibody testing as not recommended since the clinical utility of this testing was not yet demonstrated in the literature.
- + 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 10.05.2020

AVALON NETWORK CAPACITY AND TURNAROUND TIME

LAB	HEALTHPLAN	RT-PCR y/N	MULTI PLAT-FORM	CAPACITY (PER DAY)	TAT	ANTI-BODY TESTING	FDA EUA	CAPACITY (PER DAY)	TURN-AROUND TIME
LabCorp	SC, NC	Y	Y	200,000	1 day	Y	Y	300,000	1-3 days
Quest	SC, NC, CBC, VT	Y	Y	200,000	1 day priority 2 days all	Y	Y	200,000	1-2 days
BioReference	SC, NC, CBC, VT	Y	Y	70,000	1 day	Y	Y	260,000	3 days
GenetWorx	SC, NC	Y	Y	40,000	2 days	Y	Y	1,000	1 day
SonicCPL (Clinical Pathology Lab)	SC	Y	Y	20,000	1-3 days	Y	Y	100,000	1 day
Mako Medical Lab	SC, NC	Y	Y	35,000	1-2 days	Y	Y	20,000	1 day
Premier Medical Lab	SC	Y	Y	50,000	1-2 days	Y	Y	50,000	1-2 days
Eurofins-Diatherix**	SC, NC, CBC, VT	Y	N	30,000	1-2 days	Y	Y	15,000	2-4 days
Aegis	SC, NC, CBC, VT	Y	Y	10,000	2 days	Y	N	N/A	N/A
MDL (Medical Diagnostic Lab)	SC, NC, CBC, VT	Y	N	12,000	2-3 days	Y	Y	1,000	3 days
Neogenomics	SC, NC, CBC, VT	Y	Y	5,000	1-2 days	N	N/A	N/A	N/A
BAKO	SC, NC, CBC, VT	Y	N	2,500	1-2 days	N	N/A	N/A	N/A
Luxor	SC	Y	Y	5,000	1 day	Y	Y	1,000	1-2 days
AccuReference	CBC	Y	Y	5,000	2 days	Y	Y	1,700	1 day
Precision Genetics	SC, NC	Y	N	4,000	1-2 days	Y	Y	1,250	2-4 days
AIT	SC, NC, CBC	Y	Y	3,000	1-2 days	N	N/A	N/A	N/A
PathGroup	NC	Y	Y	8,000	2-3 days	Y	Y	1,000	1 day
Radeas	SC, NC	Y	Y	2,400	1-2 days	Y	Y	4,000	1 day
LabTech	SC, NC	Y	Y	10,000	2 days	Y	Y	3,000	1 day
Wake Medical Lab Consultants	NC	Y	Y	1,500	1 day	Y	Y	4,800	1 day
SMA	CBC	Y	Y	1,000	1 day	N	N/A	TBD	TBD
Inform Diagnostics	SC, NC, CBC, VT	Y	N	200	1-2 days	N	N/A	N/A	N/A

- Current Avalon RT-PCR capacity is >700,000/day

- Nearly all labs TAT is currently 1-2 days

- Most labs report excess capacity for RT-PCR testing

- 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>

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.

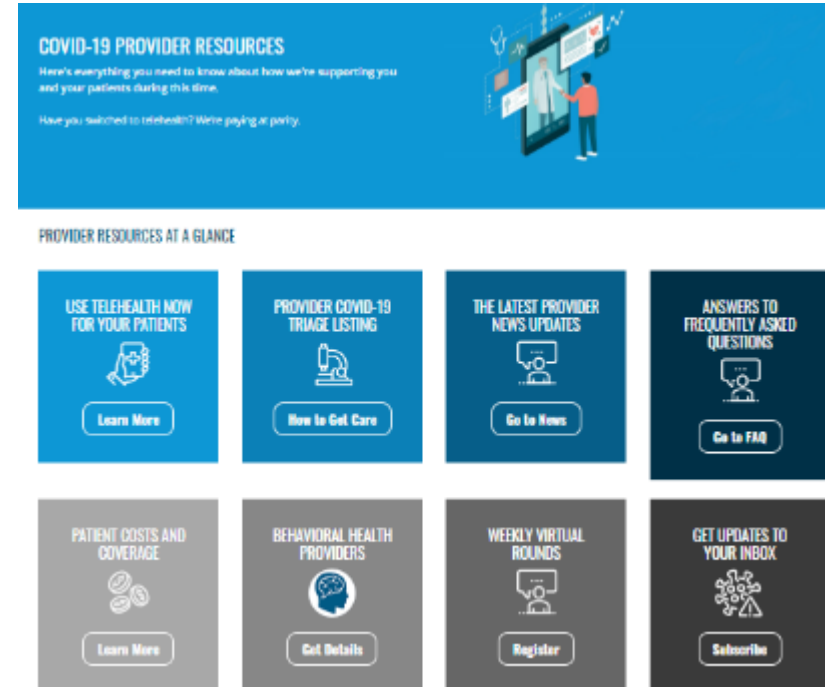


NEXT STEPS

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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 **monthly** "Virtual Rounds" the third Monday of each month 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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