



BLUE CROSS NC VIRTUAL ROUNDS

Feb. 15, 2021

Agenda

- + Overview of all measures and deadlines

- + Latest news
 - Telehealth coding reminders
 - Updates on coding guidance for clinical visits to determine if COVID-19 testing is necessary
 - 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 02.15.2021. 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

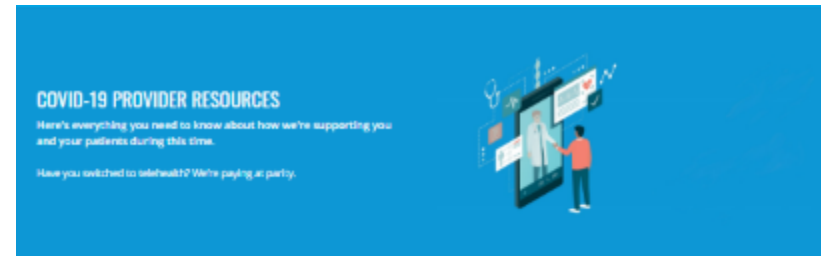


Members with suspected and
confirmed COVID-19 diagnosis:
No prior authorization for
diagnostic tests and covered
services that are medically
necessary based on CDC
guidelines.

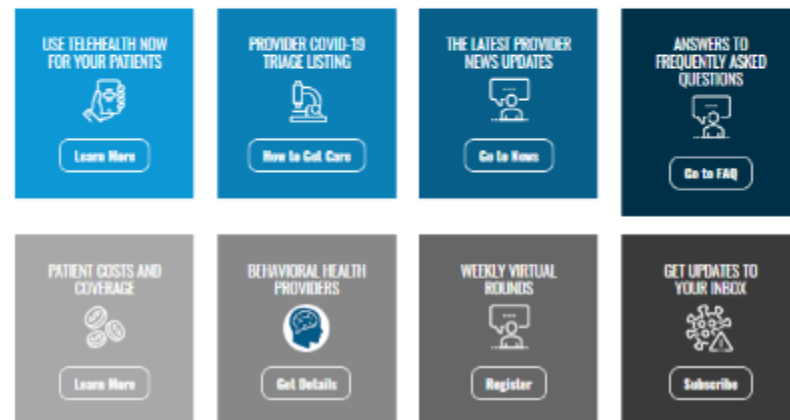
How our measures apply to patients

- + 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 measure is in place through June 30, 2021:

- + **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



The following measure is in place through March 31, 2021:

- + **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 in place through March 31, 2021:

- + **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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Telehealth coding reminders: Commercial

- + Use Place of Service (02) for telehealth visits
 - *Exception:* Urgent care and facility providers should bill the same as if the services were face to face.

- + For providers or members who don't have access to secure video systems, audio-only visits can be used for the virtual visit.
 - *For audio-only visits:* Use Place of Service (02) and modifier -CR (catastrophe/disaster-related). For visits that use video, you do not need to include the modifier. You only need Place of Service (02).

- + Modifiers -95 and -GT are allowed but not required.

- + For services that must be done in a face-to-face encounter (i.e. labs, injections), **do not** use Place of Service (02).

Telehealth coding reminders: Commercial (continued)

- + Most current member benefits for Commercial exclude reimbursement for CPT® 99441-99443 and 98966-98968.

- + For audio-only encounters for Commercial members, report the CPT code that would be used if the encounter were face to face.
 - Use Place of Service (02)
 - Append the -CR modifier to the CPT code

Telehealth coding reminders: Medicare

- + For Medicare Advantage plans offered or administered by Blue Cross NC, including Experience Health, [follow CMS guidelines for coding](#).
 - Include Place of Service (POS) equal to what it would have been had the service been furnished in person.
 - Append modifier -95 to indicate the service took place via telehealth.

- + Audio only codes (99441-99443 and 98966-98968) are allowed following the same coding guidelines as other covered telehealth services.
 - The -CR modifier is not required for Medicare Advantage audio-only visits.

Updates on coding guidance for clinical visits to determine if COVID-19 testing is necessary

- + Based on feedback from providers after the Jan. 11 virtual rounds, we have adjusted our guidance on coding for clinical visits to determine if COVID-19 testing is necessary for dates of service on or after Feb. 1, 2021, for commercial claims.
- + ***Please see the next slide for this update.***
- + ***Please note:*** Providers should use the phone number on the back of a patient's ID card to verify benefits for Blues plans ***from other states*** as not all are waiving cost share in the same way that Blue Cross NC is.

Updates on coding guidance for clinical visits to determine if COVID-19 testing is necessary – **Commercial claims**

- + For dates of service on or after Feb. 1, 2021, you have three options to indicate waiving cost share for **commercial claims**. It is at the discretion of the provider to choose which is appropriate.
 - -CS modifier: Can be used to indicate diagnostic imaging, labs and physician encounters (both face-to-face and telehealth) to determine if COVID-19 testing is needed for a patient who has a confirmed or suspected exposure to COVID-19.
 - Z20.822: Contact with and (suspected) exposure to COVID-19
 - Likely will capture the majority of encounters
 - Place as the primary diagnosis on the claim line when contact/exposure is the reason for the encounter and the patient is asymptomatic
 - Z11.52: Encounter for screening for COVID-19
 - Can be used as the primary diagnosis on the claim line when screening is the reason for the encounter and the patient is asymptomatic

Updates on coding guidance for clinical visits to determine if COVID-19 testing is necessary – Medicare claims

- + For Medicare Advantage plans offered or administered by Blue Cross NC, including Experience Health:
 - Continue to follow CMS guidelines for use of the -CS modifier
 - Use the HCPCS codes for billing the -CS modifier in [MLN-SE20011](#) under the section labeled “Families First Coronavirus Response Act Waives Coinsurance and Deductibles for Additional COVID-19 Related Services”
 - Providers should **not** apply the -CS modifier to any COVID-19 lab or administration codes for Experience Health and Blue Medicare members. These services do not have a member liability during the pandemic and do not require the modifier. If the -CS modifier is applied to a COVID-19 lab service, the claim will deny.

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](#).

New COVID-19 Lab Test Reimbursement Rules

- Beginning January 1, 2021 – CMS announced that laboratories that process test results in more than two days will receive a lower payment rate.
- Laboratories that complete diagnostic tests within two calendar days of the specimen being collected will receive a higher payment rate.
- The purpose of this split payment approach is to incentivize the rapid turnaround of lab test results so that patients who test positive for the virus are alerted quickly, allowing them to self-isolate and receive medical treatment.
- This change in methodology represents a challenge for laboratories. Labs are reporting that there are multiple factors that may impact turnaround time, and that output will fluctuate on a weekly basis.

Source: Avalon Healthcare Solutions
Current as of 01.12.2021

AVALON NETWORK CAPACITY AND TURNAROUND TIME

LAB	RT-PCR Y/N	MULTIPLE PLATFORMS	CAPACITY (PER DAY)	TAT
LabCorp	Y	Y	270,000	1-2 days
Quest	Y	Y	215,000	2-3 day
BioReference	Y	Y	70,000	1 day
Eurofins-Diatherix	Y	N	60,000	1-3 days
Premier Medical Lab	Y	Y	50,000	1-2 days
Mako Medical Lab	Y	Y	50,000	1-2 days
GenetWorx	Y	Y	40,000	2 days
AIT (American Institute of Tox)	Y	Y	20,000	1-2 days
Sonic-CPL	Y	Y	20,000	1-3 days
Genesis DX (DNA Analytical)	Y	Y	16,000	1-2 days
MDL (Medical Diagnostic Lab)	Y	N	12,000	1-2 days
LabTech	Y	Y	10,000	2 days
Aegis	Y	Y	10,000	2 days
AccuReference	Y	N	10,000	2 days
PathGroup	Y	Y	8,000	2-3 days
Luxor	Y	Y	5,000	1 day
Transpl				
Neogen				

Total daily RT-PCR capacity is nearly 900k tests per day. (Labs with less than 5,000 tests/day capacity are not listed in the chart.)

Even though daily testing volumes have increased, test turnaround time (TAT) is still within reasonable limits.

Currently, the national daily average of COVID-19 testing is ~two million.

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.

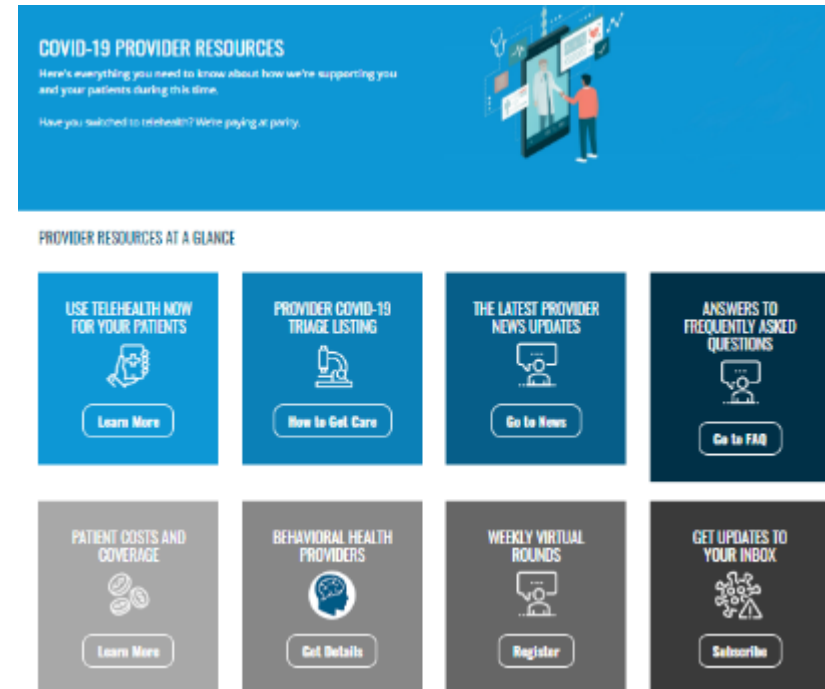


NEXT STEPS

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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.
- + Register for "Virtual Rounds."
 - [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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