

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

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PROPRIETARY & CONFIDENTIAL

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**BlueCross BlueShield  
of North Carolina**

Slides updated as of 03.30.20. Content is subject to change.

Please visit [www.bluecrossnc.com/coronavirus-providers](http://www.bluecrossnc.com/coronavirus-providers) for the most up-to-date information

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



## Agenda

- + Brief overview of all Blue Cross NC COVID-19 measures
  
- + Latest news
  - FEP guidance on telehealth
  - Families First Coronavirus Act guidance
  - Blue Cross NC Corporate Reimbursement Policy updates for telehealth
  
- + FAQs on telehealth measures
  
- + Q&A
  - Please hold your questions until this time.
  
- + 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.



# BRIEF OVERVIEW OF ALL BLUE CROSS NC MEASURES FOR COVID-19

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# BRIEF OVERVIEW OF ALL BLUE CROSS NC MEASURES FOR COVID-19

## COVID-19 (Coronavirus)

4 Measures we're taking to support members and clinicians

For the latest updates, please visit [BlueCrossNC.com/Coronavirus-Providers](http://BlueCrossNC.com/Coronavirus-Providers)



Expanded telehealth measures



Refill medications early



No cost-sharing for COVID-19 testing



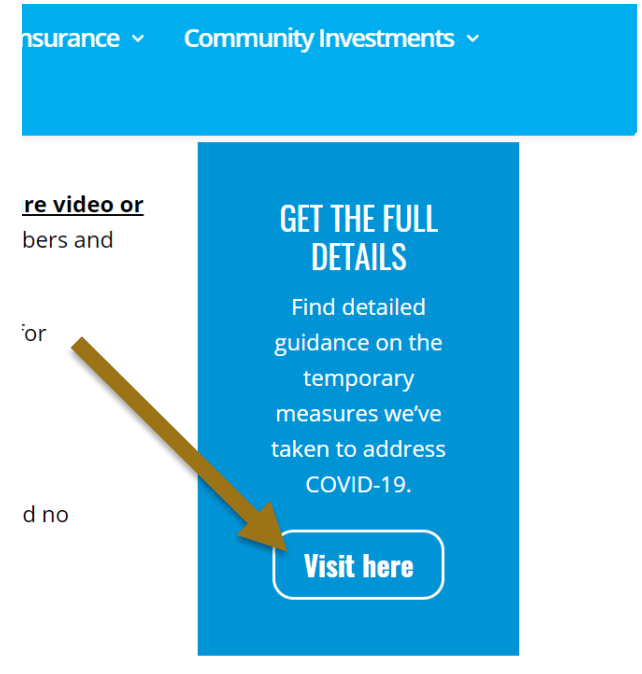
No prior authorization for members diagnosed with COVID-19: Inclusive of covered services that are medically necessary based on CDC guidelines.

# BRIEF OVERVIEW OF ALL BLUE CROSS NC MEASURES FOR COVID-19



## Member eligibility

- + For the latest updates:  
[BlueCrossNC.com/Coronavirus-Providers](https://www.bluecrossnc.com/Coronavirus-Providers)
- + 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)*





# LATEST NEWS

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## FEP guidance on telehealth

- + The Blue Cross and Blue Shield FEP has waived member cost-sharing for all telehealth services through the Teladoc network. This change in telehealth benefits took effect March 10, 2020, because of COVID-19 and will remain in place until further notice.
- + On March 9, 2020, FEP announced it was waiving copays, deductibles and prior authorization for COVID-19 testing and medically necessary treatment of a COVID-19 diagnosis.
- + When FEP members seek telehealth services, they are encouraged to use the Teladoc app, register at [www.fepblue.org/telehealth](http://www.fepblue.org/telehealth) or call 1-855-636-1579 to connect to a Teladoc provider.

## FEP guidance on telehealth (continued)

- + Through Teladoc, members currently have no copay for all services, including minor acute conditions, behavioral health and nutritional counseling.
- + Members who seek telehealth services outside Teladoc will have cost-sharing waived only if the claim is related to COVID-19 testing or treatment.
- + **Non-Teladoc providers should include place of service (02) and acceptable modifiers (95, GT, and GQ) in the claim.**
- + For more information, providers may call FEP provider service at 1-800-222-4739.



## No member cost share for visits for COVID-19 testing and/or screening – includes telehealth

- + On March 18, 2020, the Families First Coronavirus Response Act (“the Act”) was signed into law.
- + Under the Act, Blue Cross and Blue Shield of North Carolina (Blue Cross NC) will provide coverage and waive cost-sharing (including deductibles, copayments, and coinsurance) for COVID-19 testing or for a doctor visit or call to determine if testing is necessary.
- + Specifically, there will be no member cost-share for COVID-19 testing or screenings to determine if a testing is needed through virtual care visits, outpatient office visits, urgent care visits and ER visits.
- + Effective as of March 6, 2020.

## No member cost share for visits for COVID-19 testing and/or screening – includes telehealth (continued)

- + It applies to fully-insured, State Health Plan, and Medicare Advantage plans offered or administered by Blue Cross NC, including Experience Health.
  - *Please note that self-insured employer groups have the option to opt-out of this benefit*
  - *As such, some members may be ineligible for cost sharing coverage if their employers do not elect to cover these benefits. We recommend members to check with their employers regarding this benefit.*
  
- + It will take time for our systems to reflect the COVID-19 testing or screening cost-share waiver. As such, we recommend that you not submit any claims for COVID-19 testing or screening until after April 10, 2020. Doing so will allow us the time to configure our system. It also will minimize additional transactions for you such as reimbursement to members at a later date. If you decide to submit a claim to us before April 10 and collect a co-pay because the system hasn't yet updated, we will pay it. However, you will need to reimburse the member for the co-pay you collected.

## No member cost share for visits for COVID-19 testing and/or screening – includes telehealth (continued)

- + To trigger this waiver of cost sharing for COVID-19 testing or the visit or call to determine that testing is necessary, you **must use the following primary ICD-10 diagnoses:**

Patient Condition	Primary ICD-10 Code to Use for Waive Cost Share for COVID-19 Testing and/or Visit to Determine if COVID testing necessary*
Encounter for observation for suspected exposure to other biological agents ruled out	Z03.818
Contact with and (suspected) exposure to other viral communicable diseases.	Z20.828

\*Per [CDC guidelines](#):

If a member has symptoms related to COVID-19, and you are concerned the member may have COVID-19 (meaning they potentially had an exposure), it would be appropriate to assign the code Z03.818.

If a member has an actual exposure to someone who is confirmed to have COVID-19, it would be appropriate to assign the code Z20.828.

## Blue Cross NC Corporate Reimbursement Policy updates for telehealth

- + **Waiving of licensure requirements:** On March 25, 2020, the Federation of State Medical Boards (FSMB) updated a summary guide of states waiving licensure requirements in response to COVID-19 declared public health emergencies.
- + **Medications and controlled substances:** In response to the COVID-19 outbreak, the U.S. Drug Enforcement Administration (DEA) has issued guidance supporting practice patterns that enable safe access to appropriate medications and controlled substances during the COVID-19 pandemic.
- + Get more details on these updates in our Corporate Reimbursement Policy on telehealth at [BlueCrossNC.com/coronavirus-providers](https://www.bluecrossnc.com/coronavirus-providers).



# FAQS ON BLUE CROSS NC'S EXPANDED TELEHEALTH MEASURES

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# FAQS ON TELEHEALTH MEASURES

## What is the policy and what segments are included?

- + Visits to providers that previously required an in-person encounter can be **performed virtually** and will be **paid at parity** with office visits so 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**.
- + Our COVID-19 measures are in effect as of March 6, 2020. They were extended for an additional 30-day period starting on April 5, 2020, and will be reevaluated for further extension.

Interventions effective March 6, 2020	Policy vs. benefit change	Fully Insured	Self-Insured / ASO	SHP	HDHP	FEP	MA / ExH	IPP
		Group and Individual	Administrative Services Only	State Health Plan	High Deductible Health Plan	Federal Employee Program	Medicare Advantage & Experience Health	Inter-Plan Programs
Expansion of telehealth services	Reimbursement policy	✓	✓	✓	✓	✓ *	✓	✓
Expansion of telephonic services	Reimbursement policy	✓	✓	✓	✓	✓ *	✓	✓

\*Please visit [BlueCrossNC.com/Coronavirus-Providers](http://BlueCrossNC.com/Coronavirus-Providers) and click on the telehealth update for more details on FEP coverage for telehealth.

## What qualifies?

- + Includes virtual care encounters for patients that can replace in-person interactions across appropriate care settings, including outpatient clinics, hospitals and the emergency departments.
- + All specialties are included. Any contracted provider that typically sees patients in person for services which can be provided virtually through telehealth is allowed per our Reimbursement Policy.
- + [Review this page for a list of providers](#) who can bill telehealth visits.
- + For additional information concerning HIPAA flexibility for telehealth, you can find a link on our provider page at [BlueCrossNC.com/Coronavirus-Providers](https://www.bluecrossnc.com/coronavirus-providers).

## How do I apply this?

- + Our COVID-19 measures are in effect as of March 6, 2020. They were extended for an additional 30-day period starting on April 5, 2020, and will be reevaluated for further extension.
- + For providers or members who don't have access to secure video systems, **telephone (audio-only)** visits can be used for the virtual visit.
  - Please use **both Telehealth as Place of Service 02 and CR (catastrophe/disaster-related)** modifier for audio-only visits.
- + We apologize for any confusion as it has taken some time to configure our systems for these changes. Because of this, telehealth claims are being held for manual review and will be reprocessed starting Monday. Providers should wait until after they receive their EOPs prior to taking any action on these claims. We encourage you [to join our Virtual Rounds on Monday, April 4](#) as we will have additional updates then.

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## What codes do I use?

Visit [BlueCrossNC.com/Coronavirus-Providers](https://www.bluecrossnc.com/coronavirus-providers). You can view a table with detailed guidance for these sample clinical scenarios:

1. Established patient with COVID-19 concerns
2. Established patient with COVID-19 concerns and no video option
3. New patient with COVID-19 concerns
4. New patient with COVID-19 concerns and no video option
5. Established patient scheduled for routine (non COVID-19 related) in-person outpatient visit to now be seen virtually
6. Established patient scheduled for routine (non COVID-19 related) in-person outpatient visit but patient or provider cannot use secure video function
7. New patient seen by provider to establish care
8. New patient seen by provider to establish care but patient or provider cannot use secure video function
9. Established patient seen by PCP for Medicare Annual Wellness Visit (AWV)
10. Established patient seen by PCP for preventive service/wellness visit
11. Patient in hospital with concern for COVID-19 seen by hospitalist
12. Patient in hospital with concern for COVID-19 seen by specialty consult
13. Patient to be seen by behavioral health provider virtually
14. Patient in emergency department with concern for COVID-19 seen by provider

## Q&A

Q&A is now open. Please follow the instructions on the next slide.

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## 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

## 1. VIRTUAL CARE

Switch to Virtual ASAP: We will pay for virtual visits at parity including visits through **secure video or by phone**. On March 6th, we announced we were making telehealth easier for our members and clinicians to use. And, we meant it.

You can even use telehealth options in the hospital and ED. Behavioral health too. Click for a [detailed guide on clinical scenarios and how to file claims here](#).

## 2. NO BARRIERS

There are no barriers to COVID-19 testing. That means there is no prior authorization and no member cost-sharing for COVID-19 testing.

## 3. REFILL PATIENT MEDS EARLY

+ *Latest information available at: [BlueCrossNC.com/Coronavirus-Providers](https://www.bluecrossnc.com/coronavirus-providers).*

- We will post the slides on this page.
- Remember to sign up for E-briefs.
- Join us for weekly "Virtual Rounds" with Dr. Janet McCauley, Dr. Larry Wu and Glenna McMenemy every Monday from 1-2 p.m. [Sign up in our registration form](#).

### GET THE FULL DETAILS

Find detailed guidance on the temporary measures we've taken to address COVID-19.

[Visit here](#)

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THANK YOU