

April 27, 2020  
Virtual Rounds



NC



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



## Agenda

- + Follow-up on last week's Q&A
- + Brief overview of all Blue Cross NC COVID-19 measures
- + Latest news
  - At-home diagnostic test
  - Coding and claim submission guidance
  - Telehealth coverage clarification – IPP Host vs. IPP Home
- + 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.

## Questions that came in after the webinar ended

- + Are there statistics on how many people in North Carolina have tested positive for COVID-19?
  - The North Carolina Department of Health and Human Services (NCDHHS) posts updated statistics to its [COVID-19 North Carolina Dashboard online](#).
  
- + Will you require patients to come in post-pandemic for the exam portion of the visit that originally was done via telehealth?
  - The provider can choose to follow-up with a physical exam for the member if they feel it is necessary; however, this will not be required by Blue Cross NC.



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

Slides updated as of 04.27.2020. 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](https://www.BlueCrossNC.com/Coronavirus)



Expanded Telehealth  
Measures



Blue Cross NC is waiving  
member cost-sharing for  
COVID-19 screening, testing  
and related treatments.



No Prior Authorization for  
COVID-19 Testing.

Notification Only for Some  
PPA Requirements.



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.



Refill Medications Early

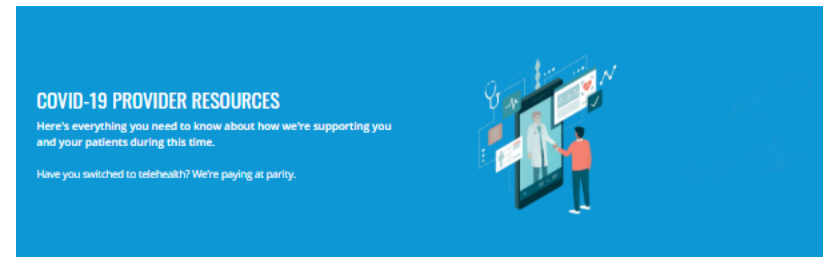
# BRIEF OVERVIEW OF ALL BLUE CROSS NC MEASURES FOR COVID-19



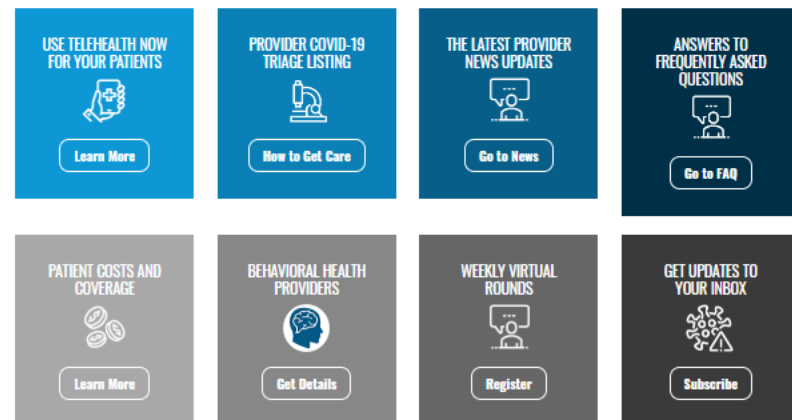
## Additional details

- + 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](https://BlueCrossNC.com/Coronavirus-Providers)



### PROVIDER RESOURCES AT A GLANCE





# LATEST NEWS

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## COVID-19 testing: At-home diagnostic testing

- + The at-home COVID-19 collection kit that was given an emergency use authorization by the FDA on April 20, 2020 (LabCorp's COVID-19 RT-PCR Test) is covered under the cost-share waiver. [LabCorp has indicated it will give first access of this test to health care workers and first responders.](#)
- + As a reminder, Blue Cross NC will only cover COVID-19 tests that are **prescribed by a physician** and have been **cleared, approved or given emergency use authorization (EUA) by the FDA.**
- + If additional at-home tests are cleared, approved or given emergency authorization by the FDA, those would be covered as well. Please visit the [FDA website for the most up-to-date information.](#)
- + Additionally, the FDA has issued warnings about fraudulent coronavirus diagnostic, prevention and treatment claims. If you are aware of fraudulent test kits for COVID-19, please [report them to the FDA.](#)



## COVID-19 testing: Coding and claim submission guidance

### + **Antibody test**

- The AMA released CPT codes 86328 and 86769 to be used **on or after April 10, 2020**.
- Please **hold antibody test claims until May 1, 2020**. If you submit a claim prior to May 1, 2020, and it is declined, please resubmit the claim after May 1, 2020.

### + **At-home testing**

- Blue Cross NC is consulting with lab management vendor Avalon and additional details will be available in a future webinar.

## Telehealth coverage clarification

- + Received feedback that providers are calling customer service and being told we will not cover telehealth for certain specialties even though we have communicated that we will cover it for all specialties
- + We are finding that, in most cases, the patient is not a Blue Cross NC member but instead is an **Inter-Plan Program (IPP) *Host* member**.
- + On the next slide, we will explain the difference between IPP ***Host*** and IPP ***Home*** and how telehealth coverage may differ between them.

## Telehealth coverage clarification (cont.)

### + IPP Home

- Patient is a Blue Cross NC member but is receiving care outside of North Carolina.
- Blue Cross NC **member benefits** apply.
- The **reimbursement** to providers for telehealth is dependent upon the Blues plan where the provider is practicing.

### + IPP Host

- Patient is a member of another local Blue Cross and Blue Shield plan but is receiving care in North Carolina.
- Member benefits and provider reimbursement varies for local Blue Cross and Blue Shield plans across the nation. **We cannot guarantee coverage or reimbursement for plans that are not offered or administered by Blue Cross NC.**
- Please do not assume a patient is a **Blue Cross NC** member simply because they are in North Carolina and have a Blue Cross and Blue Shield Association logo on their card. Please be sure to call the number of the back of the patient's ID card to verify benefits.

## Telehealth coverage clarification (cont.)

- + Our expanded telehealth measure states that 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**.
- + This applies to any Blue Cross NC contracted provider practicing in any specialty in North Carolina. [Review our credentialing application page](#) for a list of providers who are required to be credentialed (under "Part 1").
- + If you are certain the patient is a Blue Cross NC member and you've met the criteria above but are still being told by our Customer Service team that telehealth is not covered, please ask to speak to a supervisor.



## 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.

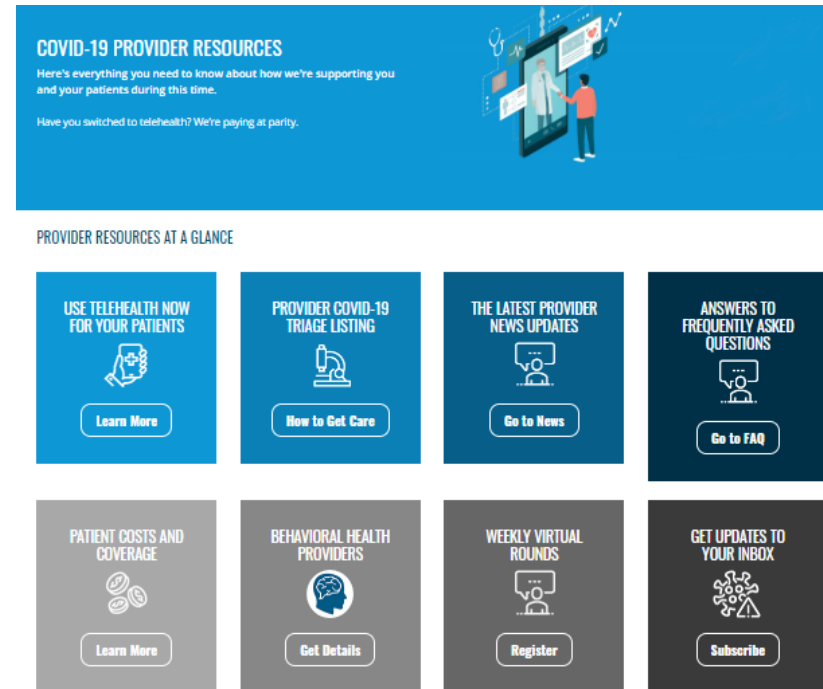


## NEXT STEPS

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




## Latest information

- + Visit [BlueCrossNC.com/Coronavirus-Providers](https://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 McMenamin every 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

<b>USE TELEHEALTH NOW FOR YOUR PATIENTS</b>  <a href="#">Learn More</a>	<b>PROVIDER COVID-19 TRIAGE LISTING</b>  <a href="#">How to Get Care</a>	<b>THE LATEST PROVIDER NEWS UPDATES</b>  <a href="#">Go to News</a>	<b>ANSWERS TO FREQUENTLY ASKED QUESTIONS</b>  <a href="#">Go to FAQ</a>
<b>PATIENT COSTS AND COVERAGE</b>  <a href="#">Learn More</a>	<b>BEHAVIORAL HEALTH PROVIDERS</b>  <a href="#">Get Details</a>	<b>WEEKLY VIRTUAL ROUNDS</b>  <a href="#">Register</a>	<b>GET UPDATES TO YOUR INBOX</b>  <a href="#">Subscribe</a>





THANK YOU

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