

May 18, 2020
Virtual Rounds



Slides updated as of 05.18.2020. Content is subject to change.
Please visit [BlueCrossNC.com/coronavirus-providers](https://www.bluecrossnc.com/coronavirus-providers) for the most up-to-date information

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



Agenda

- + Brief overview of all Blue Cross NC COVID-19 measures
 - Reminder: Extension of deadlines
- + Latest news
 - Telehealth and risk adjustment
 - In-network lab capacity update
- + 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.



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)

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 clinical visits, 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

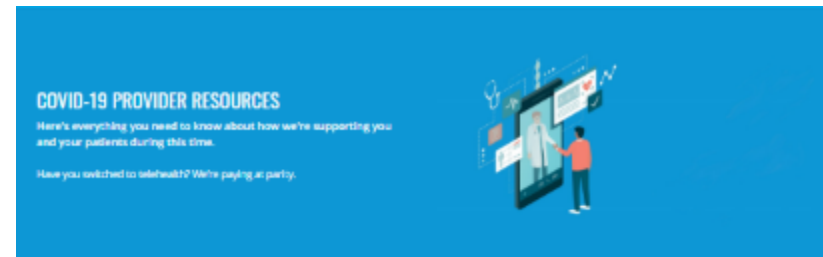
BRIEF OVERVIEW OF ALL BLUE CROSS NC MEASURES FOR COVID-19



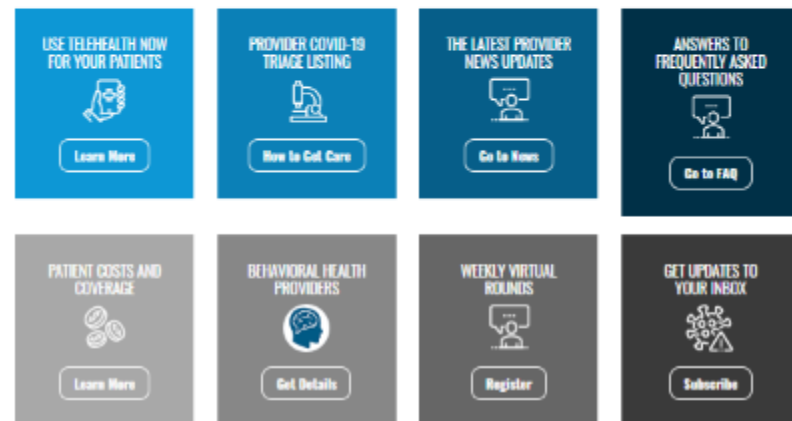
How our measures apply to patients

- + 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



DEADLINE EXTENSION



Our COVID-19 measures will be extended as follows:

- + **Extended through July 31, 2020:** Expanded telehealth measures
- + **Extended through June 1, 2020:** 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 or has a suspected diagnosis of COVID-19
- + **Extended through June 4, 2020:** Waiving member cost-sharing (copays, deductibles and coinsurance) for:
 - Vendor-based telehealth
 - COVID-19 related health care visits and diagnostic testing that are medically necessary, ordered by a provider and FDA cleared, approved or authorized

Our COVID-19 measures will be extended as follows: (continued)

+ **Extended through May 31, 2020:**

- Refilling patient medications early
 - Please note: This measure follows the North Carolina state of disaster announcement. Therefore, it may be renewed based on the state's decisions.

- Waiving prior authorization requirements
 - For diagnostic tests and covered services that are medically necessary and consistent with CDC guidance for members who are diagnosed with or have a suspected diagnosis of COVID-19
 - For emergent non-elective inpatient admissions and post-acute care services; in place of prior authorization, providers must give a 24-hour notification for such services.

- + We are closely monitoring the COVID-19 pandemic. We will reevaluate if an additional extension is needed as we get closer the new expiration dates.



LATEST NEWS

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Telehealth and risk adjustment

- + **Question:** Will the diagnoses submitted on my telehealth claim be used to close chronic condition diagnosis gaps (Coding Persistency) that impact risk adjustment calculations?
- + **Answer:**
 - CMS has clarified that audio-visual telehealth claims are risk adjustable for the Affordable Care Act (ACA) population. Refer to the [CMS FAQs for details](#).
 - Under the COVID-19 Emergency Waiver, Medicare can pay for telehealth visits that take place in a patient's place of residence as of March 6, 2020. This coverage only applies while the Waiver is in effect. CMS guidance indicates that these audio-visual visits in a patient's place of residence are risk adjustable for Medicare Advantage (MA). Refer to the [CMS memo for details](#).
 - For both ACA and MA, the telehealth visits must be face-to-face. Telecommunication systems that permit real-time video and audio communication will satisfy the face-to-face requirement. Audio-only visits would not satisfy the face-to-face requirement.
 - This is applicable to Blue Cross NC members on ACA plans and MA plans that Blue Cross NC offers or administers, including Experience Health.

In-network lab capacity

- + Current daily capacity for PCR testing exceeds 230k tests/day; The Harvard Global Health Initiative recommends 500k – 700k tests per day to support reopening the economy
- + The following In Network labs expect to increase capacity by June:
 - LabCorp (PCR from 75k to 150k/day; Antibody from 70k to 300k/day)
 - Quest (Antibody capacity from 150k to 200k/day)
 - BioReference (Antibody capacity from 100k to 400k/day)
- + **REMINDER:** Covid-19 updates and related information available on the Avalon website at www.avalonhcs.com

| Lab | PCR | CAP | TAT | AB | CAP | TAT |
|---------------------|-----|--------|-------|----|---------|-------|
| LabCorp | Y | 75,000 | 1-3 d | Y | 70,000 | 1-3 d |
| Quest | Y | 50,000 | 1-2 d | Y | 150,000 | 1-2 d |
| BioReference | Y | 35,000 | 1-2 d | Y | 100,000 | 3 d |
| Sonic CPL | Y | 20,000 | 1-3 d | Y | 100,000 | 24 h |
| Mako Medical Lab | Y | 12,000 | 1-2 d | Y | 11,000 | 1 d |
| Premier Medical Lab | Y | 10,000 | 1-3 d | Y | 6,000 | 1-2 d |
| Eurofins-Diatherix | Y | 5,000 | 1-2 d | Y | 5,000 | 2-4 d |
| MDL | Y | 5,000 | 1-2 d | Y | 1,000 | 3 d |
| Neogenomics | Y | 3,400 | 1-4 d | N | N/A | |
| AIT | Y | 2,600 | 1-2 d | N | N/A | |
| BAKO | Y | 2,500 | 1-2 d | N | N/A | |
| Precision Genetics | Y | 2,400 | 1 d | N | N/A | |
| PathGroup | Y | 2,200 | 1-2 d | Y | 500 | 1 d |
| LabTech | Y | 2,000 | 1-2 d | Y | 3000 | 1 d |
| Luxor | Y | 1,000 | 1-3 d | Y | 350 | 1-2 d |
| Wake Med Lab Consul | Y | 1,000 | 1 d | N | N/A | |
| SMA | Y | 1,000 | 1-2 d | N | N/A | |
| Inform Diagnostics | Y | 200 | 1-2 d | N | N/A | |

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.

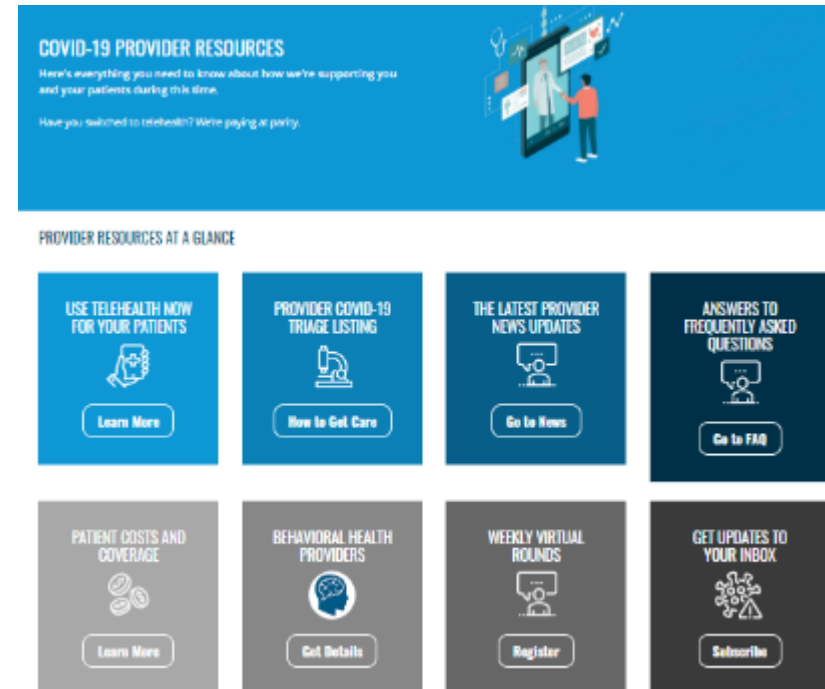


NEXT STEPS

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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 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.](#)
 - Next week will be on Tuesday, May 26 at 1 p.m. Blue Cross NC will be closed on Monday in observance of Memorial Day.



The screenshot shows the 'COVID-19 PROVIDER RESOURCES' page. At the top, there is a 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, there is a question: 'Have you switched to telehealth? We're paying at parity.' To the right of the text is an illustration of a person standing next to a large screen displaying a medical professional. Below the header is a section titled 'PROVIDER RESOURCES AT A GLANCE' which contains eight tiles, each with an icon and a button:

- 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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