



March 27, 2020

## Re: ABA Telehealth Services During COVID-19 Crisis

Dear ABA Provider:

Blue Cross and Blue Shield of Louisiana expanded its telehealth policies in response to the novel coronavirus (COVID-19) national emergency. This expansion includes applied behavioral analysis (ABA) telehealth services to help with the temporary cessation of in-person services during this time of public health crisis.

Credentialed network ABA providers can deliver limited telehealth (audio and visual) services to replace office visits, effective for dates of service on and after March 16, 2020. The expanded telehealth policies will continue to be effective until we are past this national emergency.

- ABA providers must adhere to the telehealth billing guidelines in the provider manual and agree to Blue Cross' allowable charges.
- ABA providers filing claims for telehealth should continue to use the appropriate place of service code they have been using, along with Modifier GT or 95. As a reminder, ABA providers billing telehealth services must continue to follow the guidelines outlined in Section 5.6 Autism and Section 5.7 Behavioral Health of our *Professional Provider Office Manual* available online at [www.BCBSLA.com/providers](http://www.BCBSLA.com/providers) >Resources >Manuals.
- Telehealth ABA services are limited to the following CPT® codes: 97151, 97152, 97153, 97154, 97155, 97156, 97157 and 97158.
- Blue Cross will not reimburse telehealth services for HCPCS codes 0362T or 0373T due to their complexity requiring a face-to-face encounter.
- ABA providers must fully document the telehealth encounter in the patient's medical record.
- Telehealth claims will be paid using standard member cost shares.

Blue Cross will notify providers when the expanded telehealth policies are no longer effective. We will continue to review our telehealth guidelines and update as new developments occur.

Thank you for working with us to serve our members, especially during this time of uncertainty. Please continue to communicate with Blue Cross as your needs change to meet the COVID-19 crisis. We value you as a key part of our provider networks and the services you bring to our members—your patients.

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Be sure to visit our COVID-19 Provider Resource page, where you can easily access all of our latest provider communications like this one in one place. Go to [www.BCBSLA.com/providers](http://www.BCBSLA.com/providers), then click on the "COVID-19 Provider Resources" link at the top of the page. We will continue to add updated information to this page as it develops.

### Contact Us

If you have any questions about the billing of COVID-19, you may send an email to our Provider Relations department at [provider.relations@bcbsla.com](mailto:provider.relations@bcbsla.com). Please put "COVID-19 Billing" in the subject line.

Sincerely,

A handwritten signature in black ink that reads "Hiral Arges". The signature is written in a cursive, flowing style.

Hiral Arges  
VP, Provider Relations and Contracting  
Network Administration

HA/jrm