



March 26, 2020

Re: Additional Telehealth Service Changes During COVID-19 Crisis

Dear Provider:

Blue Cross and Blue Shield of Louisiana previously notified you that we are expanding our telehealth policies to help better meet your changing needs during the novel coronavirus (COVID-19) national emergency.

As we continue to monitor how COVID-19 affects the services you bring to our members, we are further expanding our telehealth policies effective for dates of service on and after March 16, 2020. These policies will continue to be effective until we are past this national emergency. These expansions include:

- We are allowing credentialed network registered dietitians to be reimbursed for telehealth or telephone-only services to replace office visits. They must follow the telehealth billing guidelines in the provider manual and agree to Blue Cross' allowable charges.
- We have expanded our policy for telephone-only service encounters as a replacement for office visits to now include both established and new patients.
- Members in our HMO select networks (Blue Connect, Community Blue, Precision Blue and Signature Blue) may obtain telehealth and telephone-only services from any participating credentialed provider in any of our Blue Cross and Blue Shield of Louisiana networks and the member's in-network level of benefits will be applied.

Providers can research allowable charges on iLinkBlue (www.BCBSLA.com/ilinkblue) under the "Payments" menu option.

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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To obtain a copy of the expanded telehealth guidelines issued on March 20, 2020, please visit our COVID-19 Provider Resource page, at www.BCBSLA.com/providers, then click the banner at the top of the page.

Contact Us

If you have questions about the billing of COVID-19, you may send an email to our Provider Relations department at 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 style with a large initial 'H' and 'A'.

Hiral Arges
VP, Provider Relations and Contracting
Network Administration

HA/jrm