



March 27, 2020

## Re: In-home Therapy Services to Help Ease the Limitations of COVID-19

Dear Therapy Provider:

Blue Cross and Blue Shield of Louisiana is continuing to review our processes to help better meet your changing needs during the novel coronavirus (COVID-19) national emergency.

We are doing everything we can to help with the national message on social distancing, and keep provider offices up and running to meet the needs of patients who are remaining at home to limit the spread of illnesses.

During this time of public health crisis, Blue Cross will allow any credentialed, in-network physical, occupational or speech therapist to provide in-home encounters to replace office visits.

Therapists providing in-home encounters must adhere to the following guidelines:

- Providers should use standard office billing practices and codes along with place of service code 12. As a reminder, therapy providers doing in-home encounters must continue to follow the billing and coding outlined in Section 5.8 Chiropractic and Physical Medicine Services guidelines of our *Professional Provider Office Manual* available online at [www.BCBSLA.com/providers](http://www.BCBSLA.com/providers) >Resources >Manuals.
- Physical medicine and rehabilitation CPT® codes traditionally billed with onsite face-to-face visits will be reimbursed at the same rate as in-office visits. Additional charges for a home visit will not be reimbursed.
- Providers must fully document the encounter in the patient's medical record.
- Claims will be paid using standard member cost shares.

The in-home therapy guidelines outlined here are effective for dates of service on and after March 16, 2020, and will continue to be effective until we are past this national emergency. Blue Cross will notify providers when the in-home therapy guidelines are no longer effective. Additionally, we will continue to review our policies for needed updates 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 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