

RE: Billing Inpatient COVID-19 Consultations for Patients in Isolation

Dear Provider:

Blue Cross and Blue Shield of Louisiana is keeping a close eye on the many needs of our providers including how best to report novel coronavirus (COVID-19) services. As more people are diagnosed with COVID-19, some may require isolated inpatient hospitalization.

Please follow these guidelines for billing inpatient consultations when the provider is not able to physically enter the room of a patient in isolation:

- continue using the standard hospital-based codes (CPT® codes 99251-99255) for new and established patients
- report Modifier CR for these services

For these patients, Blue Cross is waiving the requirement for a physical exam and the provider should fully document the scope of their services—including why a physical exam could not be performed—in the patient’s medical record. Claims will be processed the same as consultations where the patient is able to be physically examined.

Blue Cross will continue to notify providers of billing guidelines 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.

Be sure to visit our COVID-19 Provider Resources page, where you can easily access our latest provider communications like this one. Go to 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.

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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/mdm