

**THANK YOU for all that you are doing** during this novel coronavirus (COVID-19) crisis. We are grateful and appreciative for the healthcare providers who are on the front lines fighting for all of us. Please know that you can count on us to serve and support you throughout this crisis as it affects our members, providers, employees and the communities we serve. One way we are doing that is to help ease your administrative burdens when working with Blue Cross and Blue Shield of Louisiana.

In support of our providers, here are a few of our COVID-19 relief provisions:


- ✓ Implemented provisional authorization requirements for COVID-19-related emergent care and transfer of patients to alternative acute facilities to help ease the administrative burden for our network facilities by allowing automatic authorization approvals and suspended the need for medical record reviews prior to issuing authorization approvals.
- ✓ Allowing in-network level benefits to apply for credentialed Louisiana participating facilities for our Blue Cross and Blue Shield of Louisiana and HMO Louisiana, Inc. members, even if the facility is not specifically in the member's network.
- ✓ Increasing the reimbursement for our acute care network facilities for COVID-19 cases.
- ✓ Waived the member's cost share (deductible, coinsurance and/or copayment) for diagnostic services and medical treatment related to a COVID-19 diagnosis, as well as for all telehealth services.
- ✓ Considering estimated payment for our value-based arrangements under Quality Blue Value Partnerships (QBVP) and advance payments for Quality Blue Primary Care (QBPC).

We are continually monitoring the crisis situation and want our providers to know we are here to help you—including on a case-by-case basis—and ensure we all come through this crisis with the best possible outcomes. If you have questions about the efforts listed above or need further COVID-19 assistance, please send an email to our Provider Relations Department at [provider.relations@bcbsla.com](mailto:provider.relations@bcbsla.com).

Sincerely,



Hiral Arges  
VP, Provider Relations and Contracting  
Network Administration



**THANK YOU** to the many Louisiana providers and hospitals  
on the front lines fighting for us through this COVID-19 crisis.

For policy and billing updates related to COVID-19, visit our COVID-19 Provider Resource page at [www.BCBSLA.com/providers](http://www.BCBSLA.com/providers), then click the link at the top of the page.