



April 20, 2020

Re: Chiropractic Telehealth Guidelines During COVID-19 Crisis

Dear Provider:

Blue Cross and Blue Shield of Louisiana previously notified you about expansions we have made to our telehealth policies to help better meet the changing needs of our members and providers 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, to include services provided by Blue Cross-credentialed, Louisiana participating chiropractors when services meet the guidelines outlined in Section 5.37 of our *Professional Provider Office Manual*, available online at www.BCBSLA.com/providers, then click on "Resources."

The following criteria also apply:

- In-network providers can deliver telehealth services through audio/video visits or by phone. As a reminder, chiropractors delivering telehealth services 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*.
- Chiropractors may provide telehealth services to replace office visits, but the CPT® code billed should match the documentation of services provided in the medical record.
- Services that require physical contact, manipulation, mechanical traction or massage therapy are not eligible for telehealth.
- Provider must agree to Blue Cross' allowable charges.
- Provider must fully document the encounter in the patient's medical record.
- Provider must use either HIPAA-compliant or Health and Human Services Office of Civil Rights approved non-public facing platforms for telehealth services.

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Billing Guidelines for Chiropractors:

- Telehealth claims should include the place of service code typically used by the chiropractor (e.g., 11) along with Modifier GT or 95.
- Therapeutic procedures 97110, 97112, 97116, 97530 and 97535 are acceptable for telehealth services; however, they are excluded for telephone-only as it would be necessary to visually observe the patient.
- For established patient office visits, the following CPT codes are acceptable: 99211, 99212, 99213, 99214 and 99215. For new patient office visits, the following CPT codes are acceptable: 99201, 99202, 99203, 99204 and 99205. Please refer to the evaluation and management (E&M) visit guidelines on p. 5.8-7 as well as p. 5.37-5 and p. 5.37-6 of our Professional Provider Office Manual.

Blue Cross will notify providers when this expanded telehealth policy for chiropractors is 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.

Be sure to visit our COVID-19 Provider Resource 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.

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,



Hiral Arges
VP, Provider Relations and Contracting
Network Administration