



April 24, 2020

Re: IOP and PHP Telehealth Guidelines During COVID-19 Crisis

Dear Provider:

Blue Cross and Blue Shield of Louisiana is continuing to review our telehealth policies to better meet the evolving needs of our providers and members during the novel coronavirus (COVID-19) national emergency.

IOP Services

Effective for dates of service on and after March 16, 2020, providers should adhere to the following guidelines for delivering intensive outpatient program (IOP) services via telehealth. The expanded telehealth IOP provisions outlined in this letter will continue in effect until we are past this crisis.

We will continue to review our telehealth guidelines and update as new developments occur. Blue Cross will notify providers when the expanded telehealth policies are no longer effective.

The following criteria apply for telehealth IOP services:

- Provider must operate within the scope of its license to deliver IOP services through telehealth encounters.
- Provider must accept Blue Cross' allowable charges.
- The telehealth visit must be fully documented in the patient's medical record.
- Services must be provided using a non-public-facing platform for telehealth services that is either HIPAA-compliant or approved by the Health and Human Services Office of Civil Rights.

Billing guidelines for telehealth IOP services:

- Blue Cross will allow reimbursement for up to three hours per day; three days per week; for a maximum of nine hours per week.
- Providers filing outpatient hospital claims for IOP telehealth services should bill with the appropriate CPT®/HCPCS code, along with Modifier GT or 95. IOP providers must continue to follow the IOP guidelines outlined in Section 5.6 Behavioral Health of the *Member Provider Policy & Procedure Manual*, available on iLinkBlue (www.BCBSLA.com/ilinkblue) under the Resources section.

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PHP Services

Blue Cross will not reimburse partial hospitalization program (PHP) telehealth encounters (revenue codes 0912 and 0913) due to the complexity of services. PHP services are typically six hours in length and must essentially be the same nature and intensity (including medical and nursing) as would be provided in a hospital, except that the patient is in the program less than 24 hours per day.

More Online

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



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VP, Provider Relations and Contracting
Network Administration

HA/jrm