



April 14, 2020

## Blue Cross expands member cost share waivers to include all telehealth services

Dear Provider:

Now, in addition to BlueCare, members can have \$0 telehealth visits, audio/video or by phone, with in-network doctors, nurse practitioners, physician assistants, registered dietitians, chiropractors and behavioral health specialists. Members can also have \$0 telehealth visits with in-network physical, occupational or speech therapists.

This cost-sharing update is effective for dates of service on and after April 15, 2020. It will continue to be effective until we are past the novel coronavirus (COVID-19) national emergency. **During this timeframe providers should not collect any money from the member for these services.** Blue Cross and Blue Shield of Louisiana will pay our members' cost share on telehealth claim payments.

We will notify providers when the expanded cost-sharing telehealth policies are no longer effective. Additionally, we will continue to review our telehealth guidelines and make updates as new developments occur.

These changes are for individual members who buy their own healthcare coverage and those who are covered through a fully insured employer group. Self-insured employer groups have the option to waive their members' out-of-pocket costs if they desire. Visit the iLinkBlue ([www.BCBSLA.com/ilinkblue](http://www.BCBSLA.com/ilinkblue)) message board for the list of self-insured employer groups that are **not** waiving the member cost share.

### Billing for Telehealth Services

Providers should bill services as they normally would for office visits and append Modifier 95 or GT to indicate that the service was telehealth. Providers must fully document the telehealth encounter in the patient's medical record.

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Please view our current telehealth policies in our *Professional Provider Office Manual* available online at [www.BCBSLA.com/providers](http://www.BCBSLA.com/providers) >Resources >Manuals. Section 5.37 includes our Telemedicine/ Telehealth guidelines, including guidelines on evaluation and management (E&M) codes, direct to consumer (DTC) reimbursable CPT®/HCPCS codes and provider types.

### More Online

**Providers** should visit our COVID-19 Provider Resources page to easily access our latest provider communications. 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.

For more information on what Blue Cross is doing for **members** during the COVID-19 crisis, visit [www.BCBSLA.com/covid19](http://www.BCBSLA.com/covid19).

### Contact Us

If you have any 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/bp