



May 12, 2020

## Re: Outpatient Therapy Telehealth Services During the COVID-19 Crisis

Dear Provider:

Blue Cross and Blue Shield of Louisiana previously notified you that we are expanding our telehealth policies to allow any credentialed network physical, occupational or speech therapist to provide audio/visual telehealth visits during the novel coronavirus (COVID-19) pandemic.

This expansion includes outpatient physical, occupational or speech therapy services delivered within credentialed network facilities as telehealth visits, effective for dates of service on and after March 16, 2020. The expanded telehealth provisions will continue in effect until we are past this crisis.

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

The following criteria apply for outpatient therapy telehealth services:

- Providers must operate within the scope of their license to deliver therapy services through telehealth encounters.
- Providers 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.
- Outpatient hospital claims for therapy telehealth services should indicate the appropriate CPT®/HCPCS code, along with Modifier GT or 95.
- As a reminder, effective April 15, 2020, individual members who buy their own healthcare coverage and those who are covered through fully insured groups have \$0 telehealth audio/video or phone-only visits. Self-insured employer groups have the option to waive the cost share (deductible, coinsurance and copayment) for their employee members. 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 member cost share for telehealth services.

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### **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](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.

### **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](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/jrm