

Quality Blue

Primary Care

Dear QBPC Provider,

The novel coronavirus (COVID-19) public health emergency is impacting all healthcare providers and their teams. Understanding that the way you provide care has shifted to be more virtual during this time, we want to share information on our operational processes and some changes being made within our Quality Blue Primary Care (QBPC) program that reflect this shift.

Telemedicine and telehealth codes, when billed by a primary care provider, are:

- Used in attribution to determine the attributed primary care provider for each member.
- Included in the Care Management Fee eligibility process and will count toward the requirement that a member must have seen their primary care provider for an evaluation and management (E&M) visit in the previous 12 months.

We are working to enable the capture of clinical data from the following visit types into MDinsight to be included in quality and performance evaluations:

- Curbside Medical Service
- Telehealth Visit
- Telemedicine Visit
- Telephone Visit

SPH Analytics* will be reaching out to the clinics whose data they pull to schedule this work. Clinics who push their data to SPH Analytics will be responsible for making the configuration changes in their outbound electronic health record data files to send the telemedicine visit information as part of their data pushes. The requirements for this work are as follows:

- Real-time, two-way interaction between patient and rendering provider

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* SPH Analytics is an independent company that provides healthcare analytics and population health management for Blue Cross and Blue Shield of Louisiana.

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- Applicable E&M CPT® codes:
 - 99201, 99202, 99203, 99204, 99205
 - 99211, 99212, 99213, 99214, 99215
 - 99495, 99496
- Allowable visit type taxonomy:
 - Curbside Medical Service
 - Telehealth Visit
 - Telemedicine Visit
 - Telephone Visit
- Visits with a date of service between March 16 and December 31, 2020

We will continue to monitor the COVID-19 public health emergency and send additional communications as needed.

Thank you for continuing to provide the best care and services to our members—your patients—during this unprecedented time. Please reach out to your Care Transformation Consultant with any questions.

Sincerely,

Dr. Ed Jeffries
Medical Director, Quality Blue Primary Care
Blue Cross and Blue Shield of Louisiana

EJ/bp