



May 22, 2020

Temporary COVID-19 Provisions Update

Dear Provider:

Blue Cross and Blue Shield of Louisiana implemented many temporary provisions as well as delayed some of our existing policies. Supporting our providers through the novel coronavirus (COVID-19) healthcare crisis is important to us and we value the service you bring to our members. As we slowly return to a “new normal” we want to remind you of upcoming end dates to some of our temporary provisions.

Policy/Provision	Expiration Date
Waived the member’s cost share for telehealth services (non-COVID-19 related)	Ends May 31, 2020 The member’s contractual cost share for telehealth services will apply on claims for dates of service on and after June 1, 2020. This includes telehealth visits with in-network providers who offer these services and visits through BlueCare.
Waived the authorization provisions for emergent hospitalization and transfer patients to an LTACH, SNF or inpatient rehabilitation facility setting	Ends May 31, 2020 For dates of service on and after June 1, 2020, Blue Cross’ standard authorization processes will apply
Increased reimbursement for acute facilities for select COVID-19 diagnosis codes	Ends May 31, 2020 For dates of service on and after June 1, 2020, standard reimbursement rates will apply
Temporary postponement of the pre-pay audit process for high dollar facility claims	Ends May 31, 2020 Beginning June 1, 2020, Blue Cross will resume the pre-pay audit process
Suspension of the Pharmacy Step Therapy Program	Ends May 31, 2020 Beginning June 1, 2020, all requirements of the step therapy program will resume
QBPC blood pressure cuff calibration provision	Ends July 1, 2020 Beginning July 2, 2020, home blood pressure cuffs must be calibrated by having our members’ blood pressure taken in the provider’s office and performing a comparison of the readings

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To view the full details of these provisions, visit the COVID-19 Provider Resources page at www.BCBSLA.com/providers, then click the link at the top of the page.

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.

Contact Us

If you have questions about this letter or our COVID-19 provisions, you may send an email to our Provider Relations department at provider.relations@bcbsla.com. Please put "COVID-19 Provisions" 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/mdm