

This document outlines BCBSLAs existing and expanded allowed direct-to-consumer telehealth encounters. Please refer to Page 2 of Section 5.37 – Telemedicine/Telehealth of the *Professional Provider Office Manual* for how we define direct-to-consumer services, available online at www.BCBSLA.com/providers. Providers must follow the telehealth billing guidelines in our provider manuals, fully document the telehealth encounter in the patient’s medical record adhering to the criteria listed in the expanded telehealth guidelines and agree to Blue Cross’ allowable charges. Coverage is subject to the terms, conditions and limitations of each individual member contract and policy. For member eligibility, benefits and claims status, please use iLinkBlue (www.BCBSLA.com/ilinkblue). Please also refer to the COVID-19 Provider Resources page (www.BCBSLA.com/providers, then click link at top of page) for expanded COVID-19 provisions, as they will not display in iLinkBlue.

FOR PROFESSIONAL SERVICES

Category	Code
Office & Outpatient Visits (E&M)	99201-99205+, 99211-99215+
Wellness & Preventive E&M	99381-99387**, 99391-99397**
Behavioral Health	90785+, 90791-90792+, 90832-90834+, 90836-90840+, 90845-90847+, 96156+, 96158+, 96160-96161+
Applied Behavioral Analysis (ABA)	97151-97158*
Physical Therapy, Occupational Therapy and Speech Therapy	92507*, 92521*, 92522*, 92523-92524*, 92526*, 92610*, 96105*, 97110*, 97112*, 97116*, 97161-97162*, 97164*, 97165-97166*, 97168*, 97530*, 97535*
Preventive Medicine Counseling	99401-99404*
Transitional Care Management	99495, 99496
Diabetes Management	G0108-G0109
Dietary & Nutritional Therapy	97802-97804+, G0270-G0271+
Obesity Counseling	G0447
Alcohol & Substance Abuse Screening	99408, 99409*, G0442, G0443
Smoking Cessation & Tobacco Counseling	99406-99407
Sexually Transmitted Infections & High-intensity Behavioral Counseling	G0445

Codes listed with an asterisk (*) are not listed in the *Professional Provider Office Manual* and have been added in response to the COVID-19 national emergency. Their inclusion is subject to periodic review and reconsideration.

Codes listed with a plus sign (+) may be billed as audio-only.

FOR FACILITY SERVICES

Category	Code
Intensive Outpatient Program (IOP)	Outpatient hospital claims for IOP-related telehealth services should be billed with the appropriate CPT®/HCPCS code.
Partial Hospitalization Program (PHP)	PHP-related telehealth encounters (revenue codes 0912 and 0913) are not reimbursable due to complexity of services.

TELEPHONE ONLY SERVICES

One telehealth expansion that we are allowing reimbursement for is telehealth phone-only visits for both established and new patients as a replacement for office visits. The expanded telehealth provisions are effective for dates of service on and after March 16, 2020, and are effective until further notice.

Category	Code
Telephone-only Visits ⁺	99441-99443 ^{**} , 98966-98968 ^{**}

Always indicate the appropriate CPT®/HCPCS code. Services delivered by telephone must meet the following criteria:

- Encounters must be fully documented in the patient’s medical record.
- Text messages and emails do not meet the complexity of services required for reimbursement.

Blue Cross will not reimburse calls for the sole purpose of one or two of the following: triaging patients, following up on test results, obtaining referrals to specialists, ordering tests, medication refills, or other minimal services typically handled by physician offices through a routine telephone call. The following also apply:

- Must be a credentialed and participating provider in our network(s).
- May provide telehealth services to replace office visits.
- Use the appropriate place of service code, typically used by the provider (e.g., 11, 20, 50, 72, etc.). Place of service code 02 should not be used for these services.
- Use Modifier GT or 95 for synchronous telehealth services.

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Codes listed with a plus sign (+) may be billed as audio-only.