

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



March 11, 2020

### Coronavirus (COVID-19) Information for Providers

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) has announced coverage updates to support efforts to contain and minimize the impact of the coronavirus (COVID-19). Blue Cross encourages providers to access [providers.bluecrossmn.com](https://www.bluecrossmn.com) website regularly for updates as more information becomes available.

- 1. Blue Cross will cover the appropriate medically necessary diagnostic laboratory tests (U0001 and U0002) that are consistent with CDC Guidance related to COVID-19. Laboratory tests must be processed by an FDA-approved lab and Providers should refer to an in-network lab when available.**

Blue Cross will cover the appropriate medically necessary diagnostic laboratory testing for COVID-19, for the codes listed above, with no member cost share (copays, coinsurance or deductibles) for members. Please note, coverage of member cost share for these laboratory tests for self-insured plans may vary by group. Additionally, Minnesota Health Care Programs (MHCP) will continue to apply cost share per existing benefits.

- Providers should follow CDC ICD-10 CM Official Coding Guidelines effective 2/20/2020 (<https://www.cdc.gov/nchs/data/icd/ICD-10-CM-Official-Coding-Guidance-Interim-Advice-coronavirus-feb-20-2020.pdf>)
- Effective 4/1/2020, Providers will be able to submit the new diagnostic HCPCS codes U0001 and U0002 (these codes will be retroactive to date of service 2/4/2020). **Please hold claims related to laboratory diagnostic tests for COVID-19 and submit on or after 4/1/2020.**
- For all services other than COVID-19 labs (U0001 and U0002), Blue Cross requests that providers include the narrative “COVID-19” in the NTE segment on the 837 Electronic Claim Record. Blue Cross will use this narrative to positively ID that the services rendered are related to COVID-19.

Blue Cross recommends the use of the following Loops, Segments and Elements when submitting claims:

- 837I, Loop 2300, NTE02, when NTE01 is DGN
- 837P, Loop 2300, NTE02, when NTE01 is DGN
- Professional CMS-1500, Field 19
- Institutional UB-04, FL80

- 2. Blue Cross and eviCore will waive prior authorizations for diagnostic tests and other covered services (such as imaging, inpatient admissions and post-acute care) that are medically necessary and consistent with CDC Guidance, for members diagnosed with COVID-19.**

Blue Cross and eviCore will have clinical staff available to address inquiries related to medical services to ensure timeliness of responses related to COVID-19. Providers should include information as part of the prior authorization request if COVID-19 has been diagnosed and/or suspected.

- 3. For members who have Prime Therapeutics as their Pharmacy Benefit Manager (PBM), Blue Cross will increase access to prescription medications by waiving early medication refill limits on 30-day prescription maintenance medications. Blue Cross encourages members to use the 90-day mail order benefit, if one exists.**

Please note that the early refill waiver does not apply to MHCP members at this time.

Blue Cross will also ensure formulary flexibility if there are shortages or access issues. Patients will not be liable for the additional charges that stem from obtaining a non-preferred medication if there are shortages or access issues.

Members with PBMs other than Prime Therapeutics should contact their PBM for information.

- 4. Blue Cross is encouraging members to seek care through e-visits, telehealth and nurse lines.**

Given the nature of the COVID-19 pandemic, seeking in-person medical care may lead to further spreading of the virus. Blue Cross strongly encourages the use of e-visits and telehealth care when available as part of the member benefits.

- 5. Blue Cross will have care management support available for Blue Cross members diagnosed with COVID-19.**

Blue Cross will have care management support available for Blue Cross members diagnosed with COVID-19. Members may contact Member Services at Blue Cross at the number on the back of their ID card and request support.

Blue Cross encourages providers to notify the Plan of all members with a diagnosis or suspected diagnosis of COVID-19. By providing this information, our Care Management nurses can assist with a smooth transition to home if admitted, or support them at home if under self-quarantine, ensuring essential needs are met. To notify Blue Cross of impacted Commercial or Medicare members, please contact **1-800-961-4758**, and for MHCP members, please contact **1-800-711-9862**.

### **Products Impacted**

This information applies to:

- Individual
- Fully insured commercial
- Self-Insured commercial (coverage of member cost share will vary by Group)
- Medicare Advantage Members
- Blue Cross Minnesota Health Care Programs (MHCP) including Blue Advantage Families and Children (F&C), MinnesotaCare (MNCare), SecureBlue (MSHO), and Minnesota Senior Care Plus (MSC+)
- Blue Cross Platinum Blue and Senior Gold Members
- Blue Cross Federal Employee Program (FEP) Members

### **Questions?**

If you have questions for a member enrolled in a Minnesota Health Care Programs (MHCP) plan, please contact provider services at **1-866-518-8448**. Please contact provider services at **(651) 662-5200** or **1-800-262-0820** for all other questions.