

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



March 20, 2020

### **Updates to Telemedicine/Telehealth and Telephone Call Reimbursement Policies**

To encourage broader use of virtual services during the COVID-19 National Health Emergency, Blue Cross Blue Shield of Minnesota (Blue Cross) has revised the ‘Televideo Consultations/Telehealth/Telemedicine Services’ and ‘Telephone Calls’ reimbursement policies for Commercial and Medicare lines of business to add clarity of coverage and to add additional eligible services for telehealth. Specifically, Physical Therapy, Occupational Therapy, and Speech Therapy services have been added, along with additional Behavioral Health services.

The new ‘Televideo Consultations/Telehealth/Telemedicine Services’ and ‘Telephone Calls’ reimbursement policies can be found on [providers.bluecrossmn.com](https://providers.bluecrossmn.com) within the Reimbursement Policies.

In accordance with actions taken by CMS, Blue Cross will allow non-HIPAA compliant audio-visual applications, such as Facetime and Skype, to be used for telehealth services. Additionally, Blue Cross will be waiving the policy requirement of a visual component for telehealth, allowing for telehealth to be provided over the telephone. These waivers will only apply for the duration of the National Health Emergency related to COVID-19.

Blue Cross is also temporarily suspending our policy requirement of telehealth and telephone services being provided only to established patients. During the duration of the National Health Emergency related to COVID-19, telehealth and telephone visits can also be provided to new patients.

In order to reduce the risk of spreading COVID-19, both the practitioner and the member can be located at their homes for telehealth and telephone visits.

### **Questions?**

If you have questions, please contact provider services at **(651) 662-5200** or **1-800-262-0820**.