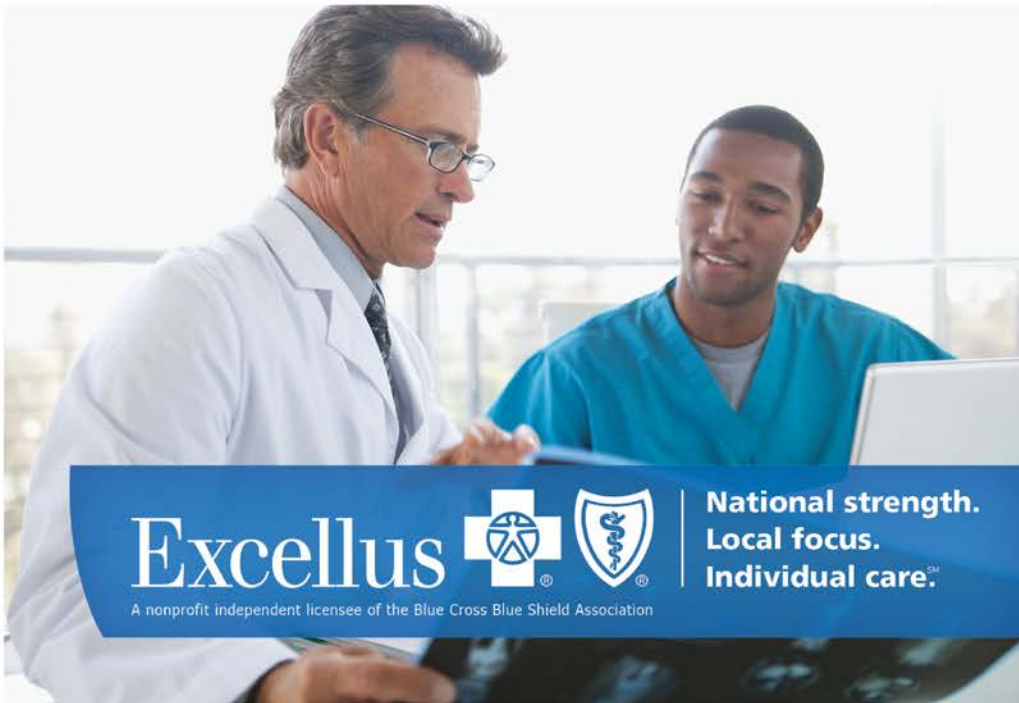
Excellus BCBS Telehealth

March 24, 2020



Meet the Team

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Manager, Provider Relations CNY & So.Tier

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Director, Workplace Wellness, Telemedicine, Program Development and Medical Services

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Medical Policy Coordinator

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Behavior Health Provider Relations Representative

Telehealth Agenda

1 Patient Coverage

2 Delivering Telehealth

3 Reimbursement Updates

4 Coding Telehealth Visits

5 Provider Resources

QUESTIONS

To submit a question

Click the blue button (Bottom Right)

Select **Betsy Tubolino** from drop down

And click submit.

Patient Coverage

- A telehealth visit is an option for initial screenings for COVID-19 when an in-office visit is not an option

- Telehealth visits are covered for all medically necessary diagnoses (not just those related to COVID-19) with no member cost-share until the State of Emergency has been lifted

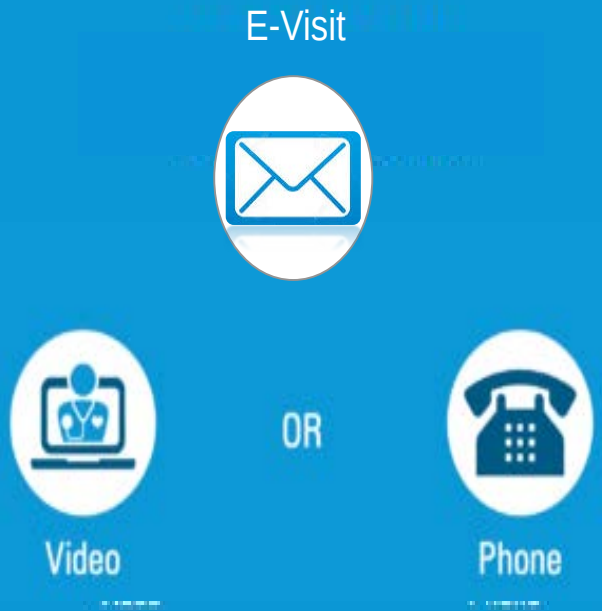
- Telehealth services are covered under all product lines, although there is some variation in covered codes for Medicare Advantage and Medicaid

- Patients must consent to receive care by telehealth
  - Consent can be verbal or written, however verbal consent must be documented in the EMR

- For insured members and members with self-funded employers, the **Health Plan will waive prior authorizations** for diagnostic tests and for covered services that are medically necessary and consistent with CDC guidance for members if diagnosed with COVID-19

Delivering Telehealth

Hey Clinicians!



Tell your patients to stay home and see you by video, phone only or by e-visit. We'll pay for it!

Delivering Telehealth

https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html

Delivering Telehealth

Some vendors that represent that they provide HIPAA-compliant video communication products and that they will enter into a HIPAA BAA.

- Skype for Business / Microsoft Teams
- Updox
- VSee
- Zoom for Healthcare
- Doxy.me
- Google G Suite Hangouts Meet

HHS states the following and similar video communication applications are public facing, and should not be used in the provision of telehealth

- Facebook Live
- Twitch
- TikTok,

https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html

Reimbursement Updates

Telehealth Technology	Provider Reimbursement and Codes	Eligible Members	Basic Info	Update
Video Visits	Pay the same as in-person office rate • E&M codes (i.e. 99212, 99213, etc.)	All products, all lines of business	Real-time interaction utilizing platforms such as: EMR, Zoom, VSee	• **3/17/20 – OCR:** Non-HIPAA compliant technologies now allowed such as: FaceTime, Skype, etc.
Telephone Audio Only Visits	Significantly increasing the FS for Commercial and Medicare Advantage plans • MD/NP/PA – 99441-99443 • Non-MD – 98966-98968 • Medicare Advantage – G2012	All products, all lines of business	Strictly using the telephone as the source of communication	**3/13/2020 – NYS Medicaid Update**: • Telephonic services are only for the care of established patients or the legal guardian of an established patient • A new patient **MUST** have a video visit initially and subsequent visits can be telephonic – this applies for all types of services (COVID-19, non-emergent, behavioral health, etc.)
Online Evaluation E-Visits	Significantly increasing the FS for Commercial and Medicare Advantage plans • MD/NP/PA – 99421-99423 • Non-MD – 98970-98972 • Medicare Advantage – G2061-G2063	All products, all lines of business	Messaging through email, patient portal, etc.	

Phone – Audio Only Codes

Code	Category	Descriptor
98966	Audio -Phone Only-non MD	Telephone management, non physician, est pt, 5-10 mins
98967	Audio -Phone Only-non MD	Telephone management, non physician, est pt, 11-20 mins
98968	Audio -Phone Only-non MD	Telephone management, non physician, est pt, 21-30 mins
99441	Audio -Phone Only – MD/NP/PA	Telephone management, physician or qualified health care professional, est pt, 5-10 mins
99442	Audio -Phone Only – MD/NP/PA	Telephone management, physician or qualified health care professional, est pt, 11-20 mins
99443	Audio -Phone Only – MD/NP/PA	Telephone management, physician or qualified health care professional, est pt, 21-30 mins

Online Evaluation Codes – MD/NP/PA

Code	Category	Descriptor
99421	e-Visit-Online digital evaluation-MD/NP/PA	Physician or qualified health care professional online digital evaluation and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10 minutes
99422	e-Visit-Online digital evaluation-MD/NP/PA	Physician or qualified health care professional online digital evaluation and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 11-20 minutes
99423	e-Visit-Online digital evaluation-MD/NP/PA	Physician or qualified health care professional online digital evaluation and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 21 or more minutes

Online Evaluation Codes – non-MD

Code	Category	Descriptor
98970	e-Visit-Online digital evaluation-non MD	Qualified nonphysician health care professional online digital evaluation and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10 minutes
98971	e-Visit-Online digital evaluation-non MD	Qualified nonphysician health care professional online digital evaluation and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 11-20 minutes
98972	e-Visit-Online digital evaluation-non MD	Qualified nonphysician health care professional online digital evaluation and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 21 or more minutes

Telehealth POS and Modifiers

Excellus BCBS requires that services delivered by telehealth be accompanied **by Place of Service (POS) 02** for services rendered on or after August 1, 2019, consistent with the Centers for Medicare & Medicaid Services (CMS)

95 - Synchronous telehealth service rendered via a real-time interactive audio and video telecommunications system

GQ - Via asynchronous telecommunications system

GT - Via interactive audio and video telecommunications system

G0(zero) - New – telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke

Covid 19 Coding Help as of 3/20/19 per CDC

Pneumonia

For a pneumonia case confirmed as due to the 2019 novel coronavirus (COVID-19), assign codes J12.89, Other viral pneumonia, and B97.29, Other coronavirus as the cause of diseases classified elsewhere.

Acute Bronchitis

For a patient with acute bronchitis confirmed as due to COVID-19, assign codes J20.8, Acute bronchitis due to other specified organisms, and B97.29, Other coronavirus as the cause of diseases classified elsewhere.

If the provider documents “suspected”, “possible” or “probable” COVID-19, do not assign code B97.29. Assign a code(s) explaining the reason for encounter (such as fever or Z20.828).

Provider Resources

- CMS regs have been integrated in documentation of the EMRs
- Explore the EPIC Orchard for telehealth technologies
- Call your MEDENT representative
  - MEDENT offers audio and video telehealth technology for you today!
- Care Everywhere is natively integrated into the Epic EHR and does not require a separate implementation process
- Reach out to your Provider Representative or ACQA Account Manager if you have any further questions

Provider Resources

MEDENT - Made the links public:
https://www.medent.com/video-tutorials-telehealth/

Latest News From MEDENT®

Unlimited use of telehealth / Video Visit product provided for March and April at no charge

In response to the coronavirus COVID-19 pandemic, MEDENT has decided to provide all of its EMR customers with unlimited use of our telehealth / Video Visit product for the months of March and April at no charge. We will re-evaluate this situation in the beginning of May, but for now in the current

Provider Resources

Now there's a faster, more convenient way to visit with your doctor -

telehealth.

*Get the care you need from the comfort of your home, your office or anywhere.**

Our practice now offers telehealth, which means you have the option of receiving care from your doctor over the phone or by video.

Telehealth is gaining popularity and most health plans provide coverage. If you're interested in telehealth, contact your insurer to find out if you have a telehealth benefit. The cost is similar to an office visit and depending on your coverage, coinsurance, deductible or a copay may apply.

When you're ready to schedule a visit, let us know. We think you'll enjoy the ease and simplicity of receiving care from your home, your office or anywhere.*

Ready to Schedule Your Visit?

- Review your health insurance coverage to understand your telehealth benefit. Call your health plan's Customer Care department if you have questions.
- Complete our patient consent form and provide your most current insurance ID card and credit card information for payment.
- Prior to your telehealth appointment, make sure your phone or electronic device is working properly. Be ready to share symptoms you may be experiencing such as fever, cough, congestion, etc. Also, be ready to discuss changes in medical history or medications (e.g., drug names and doses, including over-the-counter medications).
- Please be aware that after discussing your symptoms/concerns with your doctor, he or she may determine additional treatment is needed. If this is the case, you may be directed to receive care in our office, at an urgent care center or an emergency department.

Common Conditions Treated by Telehealth:

Allergies	Headache
Asthma	Insect Bites
Cold & Flu	Nausea
Constipation	Pink Eye
Diarrhea	Rashes
Fever	And More!

Did You know?

- Private and Confidential: Care provided via telehealth follows the same privacy and confidentiality requirements as an in-office visit.
- ePrescribing: Medication(s) prescribed during your telehealth visit may be submitted electronically to a pharmacy of your choice.

*Dependent on your health plan coverage and telehealth benefit.

B-6338

PROVIDING TELEHEALTH SERVICES IN YOUR PRACTICE

Do you communicate with your patients over the phone, through email or via a patient portal? If you do, you may be surprised to know that you're most likely practicing telehealth.

Telehealth has been around for decades, using live audio and live audio-visual appointments, real-time remote patient monitoring, the sharing of diagnostic images (store and forward), and mobile applications. Telehealth provides benefits to your practice through increased staff productivity, additional revenue and enhance provider-patient relationships. The benefits for your patients include, increased access to care, convenience and patient engagement and satisfaction.

TELEHEALTH CAN BE USED FOR:

- Consultations, Initial or Follow-up to Inpatient or Outpatient Visits
- Hospital or Skilled Nursing Facility Care
- Psychotherapy/Psychiatric Diagnostic Interview*
- Pharmacological Management
- Patient Education and Training
- Chronic Care
- Treatment of Non-Urgent Acute Conditions
- And More!

CONDITIONS COMMONLY TREATED BY TELEHEALTH:

- Allergies
- Asthma
- Cold & Flu
- Constipation
- Diarrhea
- Fever
- Headache
- Insect Bites
- Nausea
- Pink Eye
- Rashes

Excellus BlueCross BlueShield

LIVE FEARLESS

* State regulations regarding these services apply. Please confirm requirements prior to rendering care.
A nonprofit independent licensee of the Blue Cross Blue Shield Association

Excellus BlueCross BlueShield

Provider Resources

- **Email us at Provider.Relations@excellus.com**
- **Excellus BCBS:** https://news.excellusbcbs.com/coronavirus
- **Provider Telehealth Letter/Grid:** PDF
- **Corporate Medical Policy**: https://provider.excellusbcbs.com/documents/20152/127121/EXC-PRV-Telemedicine+and+Telehealth.pdf/98bfd6be-4a62-e018-2f88-647a453ed228?t=1584460957802
- **Provider Telehealth tool kit:** Patient and provider flyers, workflows, sample consent form, etc.
- **AMA:** https://www.ama-assn.org/practice-management/digital/ama-quick-guide-telemedicine-practice
- **NYS Medicaid Update: Volume 2020|Number 4:** https://www.health.ny.gov/health_care/medicaid/program/update/2020/docs/2020-03-13_covid-19_telephonic.pdf
- **ATA:** https://www.americantelemed.org/news/
- **OMH:** https://omh.ny.gov/omhweb/guidance/use-of-telemental-health-disaster-emergnecy.pdf
- **OCR:** https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html
- **CMS Telehealth Toolkit for General Practitioners:** https://www.cms.gov/files/document/general-telemedicine-toolkit.pdf

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And click submit.

Thank You!