

**COVID-19 Information for our Health Care Provider Partners**  
**-PLEASE SHARE WITH ALL PRACTICE LOCATIONS AND PERTINENT STAFF-**

**To: Physicians and Professional Health Care Practitioners**  
**Date: April 7, 2020**  
**Subject: Vatica Health Telehealth Visits**

Excellus BlueCross BlueShield has an arrangement with an independent company called Vatica Health, Inc. ("Vatica Health") to provide a cloud-based clinical workflow software tool that empowers physicians and our Health Plan to work together to achieve more effective visits.

To ensure member access to needed care during the COVID-19 State of Emergency, the Health Plan will approve the use of telehealth visits through Vatica Health. Effective with dates of service on or after March 6, 2020, the services eligible for a Vatica Health visit (applicable CPT codes included on the next page) have been approved for telehealth encounters until further notice. It's important to note that these visit types were approved in your 2020 Vatica Provider Contract Addendum.

Providers rendering telehealth services that meet the criteria for one of the approved visit types should bill the office evaluation and management (E/M) code with place of service 02, along with any applicable modifier. These codes will be reimbursed at the same rate as if performed face-to-face in the office setting and will not be subject to member cost-share.

Please be aware that, during the declared State of Emergency, telehealth visits can include technology commonly available on smart phones and other devices (e.g., Skype, FaceTime, Zoom). These communication technologies may be used when medically appropriate to deliver health care services, without risk of imposed penalties for noncompliance with HIPAA rules.

If you have questions related to this information, please contact your Provider Relations representative.

During this rapidly evolving time in health care, we thank you for your dedication and commitment to our valued members.

(Continued on the next page)

**Visit Types Eligible for a Vatica Health Telehealth Encounter During  
the COVID-19 State of Emergency**

<b>CPT Code</b>	<b>Service Description</b>	<b>Encounter Type</b>
G0438*	First Visit	Audio/Visual, OR Telephone Only
G0439*	Subsequent Visit	Audio/Visual, OR Telephone Only
99204	Office Outpatient New – 40 Minutes	Audio/Visual
99205	Office Outpatient New - 60 Minutes	Audio/Visual
99213	Office Outpatient Visit - 15 Minutes	Audio/Visual
99214	Office Outpatient Visit - 25 Minutes	Audio/Visual
99215	Office Outpatient Visit - 45 Minutes	Audio/Visual
99495	Transitional Care Management Services	Audio/Visual
99496	Transitional Care Management Services	Audio/Visual

*\* These codes only apply to Medicare Advantage visits*

Annual Wellness Visit medical record documentation must include a chart note that the patient was seen via a telehealth encounter due to the COVID-19 State of Emergency and the provider was not able to capture the patient's height, weight, blood pressure or body mass index.

*Please visit our **COVID-19 Information and Resources** page for health plan updates*  
**Provider.ExcellusBCBS.com/coronavirus**