

Important Information for Our Health Care Provider Partners

To: Participating Physicians and other Health Care Practitioners
Date: February 24, 2021
Subject: Telemedicine and Telehealth Administrative Policy 22 Part II Effective May 24, 2021

Excellus BlueCross BlueShield is implementing the following administrative policy effective May 24, 2021 to define the coverage and billing guidelines for Telemedicine and Telehealth Part II billed by providers contracted to provide this service. This policy is in line with Centers for Medicare & Medicaid Services (CMS), Current Procedural Terminology (CPT), and Healthcare Common Procedure Coding System (HCPCS) guidelines. It will apply to all participating practitioners, and all lines of business except the Federal Employees Plan (FEP).

Administrative Policy 22 – Telemedicine and Telehealth - Part II

Excellus BCBS will only reimburse telemedicine services delivered by eligible and authorized providers, in accordance with the CPT code description, CMS, and the provider's scope of practice. For example: CPT code 99421 – (Online digital evaluation and management service, for an established patient, for up to seven days, cumulative time during the seven days; 5-10 minutes), Excellus BCBS will only reimburse providers who can deliver E/M services per CMS guidelines.

Note: Part I of this policy has been suspended during the COVID-19 Public Health Emergency (PHE) in accordance with CMS guidelines.

This policy will be reviewed pre-payment. Pre-payment review means claims are reviewed prior to payment. A pre-payment review results in an initial determination.

These services are subject to audit and policy updates at Excellus BCBS' discretion. Members are held harmless for all denials resulting from this administrative policy. You can access the individual policies on our website Provider.ExcellusBCBS.com. Note: You must login with your username and password to access our administrative policies. If you are not currently registered to view the secure section of our website, we encourage you to register today at Provider.ExcellusBCBS.com. If you need assistance registering, contact the Web Security Help Desk at 1-800-278-1247 or your Provider Relations representative.