Outpatient psychiatric centers asked to change the order of modifiers on telehealth claims; some rejected claims from April will be reprocessed

At the beginning of April, we provided some billing guidance to outpatient psychiatric centers, indicating that Blue Cross’ PPO (commercial) can now accept telemedicine claims using the OPC facility NPI. This hasn't changed.

We are revising the initial instructions to request that the modifier in the first position on the claim be the rendering provider’s licensure level (level of care). Examples include: AH, AJ or HO.

The telemedicine modifier (GT or 95) can be listed second on the claim for telemedicine visits that include both audio and visual. Place of service 02 should also be included for audio and visual telemedicine visits as well as telephone-only visits.

Due to system issues in the month of April, some PPO commercial claims for OPCs rejected in error. We have found the problem and are fixing it in early May. Any claims that rejected in error will be automatically reprocessed in the month of May. Providers do not need to rebill.

We apologize for the inconvenience and thank you for your patience and understanding.