Revised: Outpatient psychiatric centers can submit telemedicine claims to Blue Cross’ PPO using their OPC NPIs

Blue Cross’ PPO (commercial) can now accept telemedicine claims from outpatient psychiatric centers using the OPC facility NPI. This was not previously possible, but we have revised our systems to make your claim submission easier. This change is effective immediately and brings the PPO commercial billing guidelines in line with those of Blue Care Network.

OPC providers no longer need to submit claims for telemedicine services using their individual professional NPI, or bill under the NPI of a supervising physician for Blue Cross commercial PPO claims.

For telemedicine visits that include both audio and visual:
The information in this section has been revised to request that you place the licensure level (level of care) for the rendering provider first on the claim.
Please note that this information only applies to OPC providers.
OPC providers should include modifiers on the claim in this order:
   1. The modifier that indicates the licensure level (level of care) for the rendering provider (such as: AH, AJ, HO) should be listed first.
   2. The telemedicine modifier (either GT or 95) should be listed second.
   3. Then, include place of service code 02.

For telephone-only visits (audio only):
OPC providers should include the rendering provider modifier, as appropriate, and place of service code 02.

Medicare Plus Blue PPO OPC claims should continue to be submitted using the OPC NPI:
OPCs should bill for professional services rendered by practitioners for Medicare Plus Blue PPO using the OPC NPI in the billing provider field.