We’ve updated the Telehealth procedure codes for COVID-19 and our telehealth guides for medical providers and for behavioral health providers

We’ve made the following changes to the Telehealth procedure codes for COVID-19 document.

- *98966-*98968 (telephone, non-physician) previously excluded BCN AdvantageSM. These codes are now applicable to all lines of business.
- *99441-*99443 (telephone, physician) previously excluded Medicare Advantage. These codes are now applicable to all lines of business.

We’ve made the following changes to the Telehealth for medical providers document and the Telehealth for behavioral health providers document.

- We updated the definitions to clarify the differences between telemedicine visits and Blue Cross Online VisitsSM.
- We updated the document to indicate that all Blue Cross’ PPO, Medicare Plus BlueSM PPO, BCN HMOSM and BCN AdvantageSM members have coverage for telemedicine with in-network providers.
- We updated cost-sharing information to indicate that we’re providing no-cost telehealth visits for the most common office visits and hospitalization follow-up visits and for the most common behavioral health services through June 30, 2020, and we added a list of eligible procedure codes.

In the Telehealth for behavioral health providers document, we also:

- Added information about codes that are specific to telephone-only evaluation and management services or assessment and management services.
- Added information about routine online provider visits or “check in” visits.
- Updated the billing information for outpatient psychiatric centers to reflect changes to the billing process for Blue Cross’ PPO members. We also confirmed that this information applies to Medicare Plus Blue members.
You can find these telehealth guides and more in the telehealth sections of our coronavirus webpages, which are available on our public website at bcbsm.com/coronavirus and through Provider Secured Services.

Important points to remember:

- In general, you can bill for a telemedicine visit if the service falls within your scope of practice and you can meet the documentation requirements of the codes.

- There are a lot of changes being announced due to the COVID-19 pandemic. Please know that we will continue to update our guides as needed. If you have a question, please check back for the latest version of the applicable guide.

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