

No-cost telehealth services to members expanded plus general telehealth clarifications

Blue Cross Blue Shield of Michigan and Blue Care Network want to make it easier for you to provide services to your patients. Here's some information to help you use telehealth:

List of telehealth codes covered with no member cost sharing expands

Blue Cross and BCN have expanded the list of telehealth codes that have no member cost sharing between March 16 and June 30, 2020. These codes are listed on the Telehealth procedure codes for COVID-19 document.

Telehealth clarifications

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 billed. Codes should be billed for telemedicine only if the provider determines that significant progress to established treatment goals can be attained, such as management of acute and chronic conditions. This progress must be documented clearly in the medical record.

Remember that only the codes listed in the Telehealth procedure codes for COVID-19 have no member cost sharing for dates of service on and after March 16 through June 30, 2020. All other codes require standard member cost sharing.

Some telehealth services have no member cost sharing only for Medicare Plus BlueSM PPO and BCN AdvantageSM, while standard cost sharing applies for PPO commercial and BCN HMOSM commercial. Examples of this are:

- Physical and occupational therapy codes *97161 – *97168
- Home visit codes *99341 – *99345 and *99347 – *99350

Keep in mind that the temporary waiving of member cost sharing will not be reflected online when you look at the member's benefits.

Billing guideline reminders

- Always bill with place of service 02 for any services delivered virtually.
- Telemedicine visits that include audio and visual technology need to also include modifier GT or 95, except for online codes (*98970 – *98972, *99421 – *99423, and G2061 – G2063) which do not need a modifier but still need place of service 02.
- Telephone-only visits (*99441 – *99443 and *98966 – *98968) don't need a telehealth modifier, but still need place of service code 02.
- For behavioral health visits, also include the behavioral health modifier that matches the rendering provider's credentials for all BCN telemedicine claims and outpatient psychiatric center claims for all lines of business.

Check member telehealth benefits

Learn how to check a member's telehealth benefit with our Determining a member's telehealth benefits document.

For more information about telehealth, see the section on telehealth on our Coronavirus provider webpages. These pages are available within our secure provider website as well as on the public web at bcbsm.com/coronavirus. Click on [For Providers](#).



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Provider Alert

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