



## **Expanded Telemedicine Behavioral Health Coverage for BCBSAL**

As we continue to monitor the outbreak of the new coronavirus (COVID-19) in Alabama, we are expanding Telemedicine to ease access to appropriate services for your patients who are Blue Cross and Blue Shield of Alabama members.

### **What does the expansion include?**

The expansion of Telemedicine services is effective **March 16, 2020** and allows clinicians to provide medically necessary services that can be appropriately delivered via telephone consultation. During this period of expanded coverage, BCBS of Alabama and New Directions will waive the requirement to have a Telemedicine Behavioral Health Services Provider Attestation completed and on file. We have included a link to the attestation in the event that you wish to provide Telemedicine services beyond the expansion period.

This is applicable for patients who wish to receive their care remotely to limit their exposure.

Member cost-sharing will apply according to the member's contract benefits. This applies to all Blue Cross and Blue Shield of Alabama members including Blue Advantage®.

### **What types of providers can perform Telemedicine?**

This applies to contracted providers who currently receive reimbursement on Blue Cross and New Directions fee schedules for behavioral health services.

### **What services can be performed?**

All available fee schedule codes are appropriate for use by the Behavioral Health Providers through Telemedicine/ telephone consult, if the service provided can be done with the same quality as the service being provided in the office setting.

### **How do I bill?**

When billing for Telemedicine services, use Place of Service Code - "02" - Telemedicine and/or you may choose one of the following two modifiers:

<b>Modifiers</b>	
<b>95</b>	Synchronous Telemedicine Service Rendered via a Real time Audio and Video Telecommunications System
<b>GT</b>	Via interactive audio and video telecommunications systems

### **Additional information**

Providers should only bill for telephonic services when the provider speaks directly with the patient. We **STRONGLY** encourage you to use a HIPAA compliant application approved for secure, HIPAA-compliant synchronous technology while delivering Telemedicine service.





These actions will be effective for 30 days, then they will be reviewed for an additional 30-day continuance.

Here is the link to the attestation: [Telemedicine Behavioral Health Services Provider Attestation](#)

**Questions should be directed to your provider relations representative.**

- Sherry Kitchens, RN, Clinical Service Coordinator: skitchens@ndbh.com or 205-209-3743
- Krystal Burch, LPC, Clinical Network Manager, North Alabama: kburch@ndbh.com or 205-209-3757
- Nancy Thomas, LPC, Clinical Network Manager, South Alabama and Tuscaloosa: nwthomas@ndbh.com or 205-209-3742

