

Blue Cross & Blue Shield of Mississippi

Network Hospital Telemedicine Policy

In response to the COVID-19 pandemic, Blue Cross & Blue Shield of Mississippi (BCBSMS) expanded access to care, to include enhanced telemedicine coverage, which will include select Network Hospital services. This is important given the nature of the COVID-19 outbreak and the Centers for Disease Control (CDC) directives and recommendations.

Through this enhanced telemedicine policy, initially referred to as the Novel Coronavirus (COVID-19) Pandemic Telemedicine Policy, it is BCBSMS' goal to support the protection of our Network Providers and Network Hospitals where possible. Ultimately, this should help our Network Providers and Network Hospitals continue to provide safe, high quality care to our Members.

The BCBSMS Network Hospital Telemedicine Policy (Policy) allows Network Providers to provide medically necessary services that can be appropriately delivered via **audio/visual** consultation to high-risk patients. The BCBSMS Telemedicine Policy was effective March 16, 2020 for BCBSMS fully-insured and self-insured members, and will be reassessed as needed.

BCBSMS extended this Policy to provide BCBSMS fully-insured and self-insured members access to medically necessary telemedicine services rendered by a Network Provider. Member cost sharing and benefit levels will apply according to the Blue Cross and Blue Shield Member's Health and Wellness Benefit Plan for any telemedicine services rendered by a Network Provider under this Policy beginning July 1, 2020.

Please click [here](#) for Network Hospital telehealth information for Mississippi State and School Employees' Health Insurance Plan Participants.

Specific guidelines are noted below:

- Telemedicine, in this Policy, is appropriate for:
 - Telemedicine consultations, emergency department or initial Inpatient,
 - Follow-up Network Hospital telemedicine consultations furnished to Members in the Network Hospital, and
 - Initial Inpatient admissions, Observation care and subsequent Network Hospital care services, and
 - Critical Care services.

- Telemedicine services will be extended to allow the following Network Hospital evaluation and management services:
 - Network Hospital Observation Services (99217-99218, 99219-99226)
 - Network Hospital Inpatient Services (99221-99223, 99231-99239)
 - Network Hospital (Inpatient and Emergency Department) Consultations (99241-99245, 99251-99255)
 - Network Hospital Critical Care Services (99291-99292)
 - Network Hospital Psychiatry Services (90785-90853)
 - Newborn Care Services (99460-99463)
 - Network Hospital Inpatient Neonatal Intensive Care Services and Pediatric and Neonatal Critical Care Services (99466-99480)

- Initial Admission History and Physical and Hospital Discharge are preferred to be performed in person.

- Services that are eligible for reporting when provided in accordance with this policy must be submitted with the appropriate CPT code and place of service (Network Hospital) which most accurately identify the service provided and the setting, as if the services were rendered face-to-face. Do not use place of service code '02' to report these services.

- Network Providers must append modifier 'GT' or '95' to the CPT code to identify services rendered via telemedicine.

- All services must be medically necessary and documented as part of the Member's permanent medical record.

- All services provided via telemedicine are subject to audit. Audits can be related, but not limited to the following:
 - How telemedicine services are maintained within the patient's medical records and comply with legal requirements.
 - Description of Network Hospital telemedicine clinic protocols.
 - Description of informed consent protocols and how informed consent is documented.

The BCBSMS Telemedicine Policy was effective March 16, 2020, for BCBSMS fully-insured and self-insured members, and will be reassessed as needed.

Blue Cross & Blue Shield of Mississippi
Network Hospital Telemedicine Policy for the
Mississippi State and School Employees' Health
Insurance Plan

In response to the COVID-19 pandemic, the Mississippi State and School Employees' Health Insurance Plan expanded access to care, to include enhanced telemedicine coverage, which will include select Network Hospital services. This is important given the nature of the COVID-19 outbreak and the Centers for Disease Control (CDC) directives and recommendations.

Through this enhanced telemedicine policy, initially referred to as the Novel Coronavirus (COVID-19) Pandemic Telemedicine Policy, it is the Mississippi State and School Employees' Health Insurance Plan goal to support the protection of our Network Providers and Network Hospitals where possible. Ultimately, this should help our Network Providers and Network Hospitals continue to provide safe, high quality care to our Participants.

The BCBSMS COVID-19 Pandemic Network Hospital Telemedicine Policy for the Mississippi State and School Employees' Health Insurance Plan allows Network Providers to provide medically necessary services that can be appropriately delivered via **audio/visual** consultation to high-risk patients. The BCBSMS Telemedicine Policy for the Mississippi State and School Employees' Health Insurance Plan was effective March 16, 2020 and will be reassessed as needed.

Participant cost sharing (copays, deductibles, etc.) and benefit levels will apply according to the Mississippi State and School Employees' Health Insurance Benefit Plan. Specific guidelines are noted below:

- Telemedicine, in this Policy, is appropriate for:
 - Telemedicine consultations, emergency department or initial Inpatient,
 - Follow-up Network Hospital telemedicine consultations furnished to Participants in the Network Hospital, and
 - Initial Inpatient admissions, Observation care and subsequent Network Hospital care services, and
 - Critical Care services.

- Telemedicine services will be extended to allow the following Network Hospital evaluation and management services:
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- All services must be medically necessary and documented as part of the Participant's permanent medical record.

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 - Description of Network Hospital telemedicine clinic protocols.
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The BCBSMS Network Hospital Telemedicine Policy for the Mississippi State and School Employees' Health Insurance Plan was effective March 16, 2020 and will be reassessed as needed.