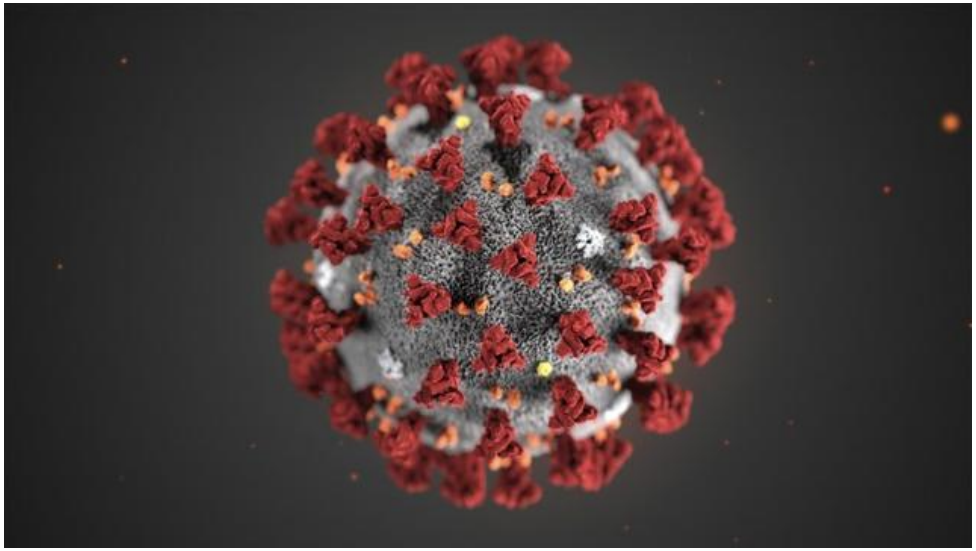
Blue Cross Blue Shield Blue Care Network of Michigan

BCBSM/BCN

COVID-19 Updates

4/13/2020

8:00 a.m.



Agenda

1) General Information

2) Telehealth

3) Latest COVID-19 updates

4) Value Partnerships Updates
   a) CMS CARES Act/Small Business Administration federal assistance
   b) Addressing Mental Health Issues and Care Coordination through PDCM

5) Provider Communications – Reminder on where to find the latest News and Resources

General Information

- If you have technical difficulties with the visual walk-through of the presentation, please follow along with the copy attached to the meeting invite.
- There will be no Q & A as part of these weekly meetings.
- BCBSM/BCN has a centralized approach for COVID-19 questions and communications; please contact your provider consultant with outstanding questions

Telehealth

Telemedicine

Telephone

Online Visits

Update on April 9

- Blue Cross and BCN have expanded the list of telehealth codes that have no member cost sharing between March 16 and June 30, 2020.

- 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.

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

Updated: Telehealth procedure codes for COVID-19 (PDF)

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.

Blue Cross Blue Shield Blue Care Network of Michigan

Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association

Telehealth procedure codes for COVID-19

For Blue Cross (commercial) PPO, Medicare Plus Blue℠ PPO, BCN HMO℠ (commercial) and BCN Advantage℠ members

April 9, 2020

This document shows the codes associated with telehealth procedures covered with no cost sharing for members during the COVID-19 pandemic for Blue Cross (commercial) PPO, Medicare Plus Blue PPO, BCN HMO (commercial) and BCN Advantage members for dates of service on and after March 16, 2020, through June 30, 2020.

Telehealth services that are covered under the Blue Cross and BCN *Telemedicine Services Medical Policy* that are not listed in the codes below, are still covered but will require standard member cost sharing.

Telehealth procedure codes

Place of Service 02-Telehealth and modifier of GT or 95 required to waive cost share for participating or nonparticipating providers, per CMS Waiver 1135. Must be participating for commercial products. All lines of business covered.

*90785	*90791	*90792X	*90832	*90833	*90834X	*90836	*90837	*90838	*90839
*90840	*90845	*90846	*90847	*90853	*90951	*90952	*90954	*90955	*90957
*90958	*90960	*90961	*90963	*90964	*90965	*90966	*90967	*90968	*90969
*90970	*96116	*96160	*96161	*97802	*97803	*99201	*99202	*99203	*99204
*99205	*99211	*99212	*99213X	*99214	*99215	*99218	*99219	*99220	*99221
								99238	*99239
								99316	*99354
								99498	G0108

Telehealth procedure codes

POS 02-Telehealth and modifier of GT or 95 required to waive cost share for par or nonpar, per CMS Waiver 1135 – Medicare Plus Blue PPO and BCN Advantage only (excludes commercial)

*77427	*90953	*90959	*90962	*92507	* 92521	*92522	*92523	*92524	*96130
*96131	*96132	*96133	*96136	*96137	*96138	*96139	*97110	*97112	*97116
*97161	*97162	*97163	*97164	*97165	*97166	*97167	*97168	*97535	*97750
*97755	*97760	*97761	*97804	*99217	*99281	*99282	*99283	*99284	*99285
*99291	*99292	*99327	*99328	*99334	*99335	*99336	*99337	*99341	*99342
*99343	*99344	*99345	*99347	*99348	*99349	*99350	*99468	*99469	*99471
*99472	*99473	*99475	*99476	*99477	*99478	*99479	*99480	*99483	G0270
G0396	G0397	G0438	G0439	G0442	G0443	G0444	G0445	G0446	G0447
G2086	G2087	G2088							

XAlso covered by Blue Cross Online Visits℠

*CPT codes, descriptions and two-digit numeric modifiers only are copyright 2019 American Medical Association. All rights reserved.

POS 02-Telehealth required; modifier not required – All lines of business covered

G0406	G0407	G0408	G0425	G0426	G0427	G0459	G0508	G0509	G2061
G2062	G2063	*98966	*98967	*98968	*99421	*99422X	*99423	*99441	*99442
*99443									

POS 02-Telehealth required; modifier not required – Medicare Plus Blue Advantage only

G2010	G2012						

POS 02-Telehealth required; modifier not required – Blue Cross (commer BCN HMO (commercial) only (excludes Medicare Advantage)

*98970	*98971	*98972					

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.

*CPT codes, descriptions and two-digit numeric modifiers only are copyright 2019 American Medical Association. All rights reserved.

News and Resources

Blue Cross Blue Shield of Michigan/
Blue Care Network
Communications

Latest COVID-19 Updates

Blue Cross Blue Shield Blue Care Network of Michigan

Released April 2

- We provided billing instructions for COVID-19 drive-through testing, along with a handy chart. (Posted on web-DENIS.) Details on next two slides.

Billing guidelines for COVID-19 testing

- Posted 4/2/2020
- Covers PPO and HMO commercial
- Adding Medicare Advantage details soon
- Watch for updates via provider alerts and web sites

Blue Cross Blue Shield Blue Care Network of Michigan

Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association

Billing recommendations for COVID-19 drive-through testing

For Blue Cross' PPO (commercial) and BCN HMO℠ (commercial) members

April 2, 2020

Place of service	Evaluation and management	Obtaining the sample	Laboratory testing
Doctor's office / Professional outpatient / Non-facility urgent care / Drive-through testing by professional providers	Bill appropriate evaluation and management code. Use Dx Z20.828 when visit leads to COVID-19 testing.	Bill *99000 for specimen collection for COVID-19 testing. Use Dx Z20.828.	N/A for COVID-19 For other viral testing needed to determine if COVID-19 testing is needed, use Dx Z20.828.
Facility / Hospital outpatient / Facility drive-through testing	Bill appropriate evaluation and management code. Use Dx Z20.828. With ED triage prior to testing, report *99281 and location 23	Bill *99001 for specimen collection for COVID-19. Use Dx Z20.828 and the lab revenue code 0309.	For COVID-19 testing, bill U0001, U0002 or *87635, as appropriate. For other viral testing needed to determine if COVID-19 testing is needed, use Dx Z20.828.
Facility urgent care / Drive-through testing through facility urgent care center	Bill appropriate evaluation and management service with Dx Z20.828 when visit leads to COVID-19 testing.	Bill *99001 for specimen collection for COVID-19. Use Dx Z20.828.	Bill *99001 for specimen collection for COVID-19. Use Dx Z20.828.
Walk-in retail health clinic / Drive-through services performed by walk-in retail health clinic	Bill appropriate low-level evaluation and management code. Use Dx Z20.828 when visit leads to COVID-19 testing.	Bill *99000 for specimen collection for COVID-19 testing. Use Dx Z20.828.	N/A
Facility mobile unit	Bill appropriate low-level evaluation and management code with Dx Z20.828 when visit leads to COVID-19 testing.	Bill *99001 for specimen collection for COVID-19. Use Dx Z20.828.	Bill *99001 for specimen collection for COVID-19. Use Dx Z20.828.

Note: The specimen collection fees and payment edits for *99000 and *99001 used for COVID-19 testing with Z20.828 are priced at $50 per service. Don't report *99000 or *99001 with Z20.828 for any other service.

*CPT codes, descriptions and two-digit numeric modifiers only are copyright 2019 American Medical Association. All rights reserved.

Where to find this document

Blue Cross Blue Shield Blue Care Network of Michigan

BCBSM provider portal

Coronavirus (COVID-19) information updates for providers

Blue Cross Blue Shield of Michigan and Blue Care Network are taking action to ensure the health and safety of our members during the worldwide outbreak of a new coronavirus.

Information and resources | **web-DENIS broadcast messages**

Telehealth

- Telemedicine Medical Policy (PDF)
  (Although the effective date shown on the policy is May 1, 2020, the removal o
  originating site requirement is effective March 17, 2020.)
- Telehealth for medical providers (PDF)
- Telehealth for behavioral health providers (PDF)
- Telehealth procedure codes for COVID-19 (PDF)

Patient testing

- Billing recommendations for COVID-19 drive-through testing (PDF)
- COVID-19 patient testing recommendations (PDF)
- March 25, 2020, memo from the Michigan Department of Health and Human Se
  (PDF)
- Message from the Michigan Department of Health and Human Services regardir
  testing (PDF)*

bcbsm.com/coronavirus

We're here for you. Now more than ever.

How Blue Cross Blue Shield of Michigan is responding to the coronavirus (COVID-19)

At Blue Cross Blue Shield of Michigan and Blue Care Network, we're committed to caring for Michigan and everyone who calls it home. Now more than ever, we'll stand behind the care you need. Like we've done for 81 years.

For Members | For Providers | For Medicaid Members

What you need to know about COVID-19 patient testing

Blue Cross is fully covering the cost of coronavirus testing from any Michigan lab for most members.

Use these documents to learn the codes you'll need. You'll also see our testing recommendations from the Michigan Department of Health and Human Services a
Prevention:

- Billing recommendations for COVID-19 drive-through testing (PDF)
- COVID-19 patient testing recommendations (PDF)

Latest COVID-19 Updates

Blue Cross Blue Shield Blue Care Network of Michigan

Released April 8

- **Elective procedure authorization dates extended** - Blue Cross and BCN announced to providers we are extending the duration of approved authorizations for elective procedures for 180 days from the date of approval.

Released April 9

- **Choices for virtual care communications sent to members** - Blue Cross and BCN informing members of their choices for virtual care (medical and behavioral) through several recent communications. These communications explain that choices for virtual care (telemedicine provided by network providers and Blue Cross Online VisitsSM) are available for no cost through June 30 and remind members of the free 24/7 Nurse Line.

- **Testing Updates from the Michigan Department of Health and Human Services** (slide 13)

- **New COVID-19 diagnosis code effective April 1, 2020** (slide 14)

Testing Updates from the Michigan Department of Health and Human Services

- The Michigan Department of Health and Human Services has asked Blue Cross to help keep you informed during this pandemic.

- MDHHS' Memorandum dated April 7, 2020 announces four changes:
  - Expansion and clarification of COVID-19 specimen collection and testing prioritization criteria, with priorities being:
    - ✓ Healthcare facility workers with symptoms
    - ✓ Patients in long-term care facilities (with a broader definition of long-term care)
    - ✓ Critical infrastructure workers (essential workers) with symptoms
  - Person under investigation number is not needed to request a test from a non-state laboratory
  - Recommendation to use commercial and healthcare facility laboratories
  - Reduction in hours of the Michigan COVID-19 Laboratory Emergency Response Network (MiCLERN) hotline to 8 a.m. to 8 p.m., effective April 8

- You can find the latest information from MDHHS at www.michigan.gov/coronavirus*

*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're required to let you know we're not responsible for its content.

New COVID-19 Diagnosis Code (effective April 1)

Blue Cross Blue Shield Blue Care Network of Michigan

Diagnosis codes to use:	Prior to April 1, 2020:	April 1, 2020, and after:
For confirmed COVID-19	J12.89, J20.8, J22 or J80 in the primary diagnosis field and B97.29 in the secondary diagnosis field	U07.1 as the primary diagnosis
For suspected COVID-19	Z20.828 as the primary diagnosis	

- We will publish details on billing and re-billing separately this week

VALUEPartnerships
Better Care. Better Outcomes. Better Value.

Blue Cross Blue Shield of Michigan

CMS CARES/SBA Loan Processes

Todd Anderson, BCBSM
Kendall Johnson, BCBSM
Kevin Stanko, Senior Attorney, BCBSM
4/8/2020

The information contained herein is the proprietary information of BCBSM. Any use or disclosure of such information without the prior written consent of BCBSM is prohibited.

Government resources available for small business economic assistance

This document is intended to build awareness and understanding of policy changes and issues related to the regulatory environment for health care. This document is to be used as an educational tool only - it is not intended to provide predictions of future outcomes, comprehensive implications, or to impart tax or legal advice. Further, the information contained in this document is only informed as of the date of its creation and does not replace a more rigorous review of additional guidance pending from the federal or state government.

CARES Act: Small business federal assistance

In addition to traditional Small Business Administration (SBA) funding programs, the CARES Act established new temporary programs to address the COVID-19 outbreak:

Paycheck Protection Program

This loan program provides loan forgiveness for retaining employees by temporarily expanding the traditional SBA 7(a) loan program.

Economic Injury Disaster Loan Advance (EIDL)

This loan will provide up to $2 million, with a loan advance up to $10,000, to businesses that are currently experiencing temporary difficulties due to COVID-19.

SBA Express Bridge Loans

Enables small businesses who currently have a business relationship with an SBA Express Lender to access up to $25,000 quickly.

SBA Debt Relief

The SBA is providing a financial reprieve to small businesses during the COVID-19 pandemic.

SBA Paycheck Protection Program (PPP)

The PPP is a loan for small businesses to help keep workers on the payroll. Small businesses can apply to cover payroll costs, including health insurance premiums.

Who Qualifies?

- **Any small business with less than 500 employees.**
- Businesses in certain industries **may have more than 500 employees** if they meet the SBA's size standards for those industries. (https://www.sba.gov/document/support--table-size-standards).
- Small businesses in the hospitality and food industry with more than one location **may be eligible at each store location**, if each store employs fewer than 500 workers.

If you wish to begin preparing an application, you can download a copy of the PPP borrower application form to see the information that will be requested from you when you apply with a lender. Application specifics may vary by lender.

SBA Paycheck Protection Program (PPP)

Blue Cross Blue Shield Blue Care Network of Michigan

Key details include:

- Application **closes June 30, 2020**; program funds are **first-come, first-served**
- Loan payments will be deferred for six months
- A **maturity of two years** and an **interest rate of 1%**
- The **loan can be fully forgiven** if 75% of the funds are used for payroll costs and all employees are kept on the payroll for eight weeks
  - Remaining money may be used for rent, mortgage interest or utilities.
  - Forgiveness is based on maintaining or quickly rehiring employees and maintaining salary levels. Forgiveness will be reduced if full-time headcount declines, or salaries and wages decrease.

Affiliation specifics and checklist examples can be found in the appendix.

SBA Economic Injury Disaster Loans

EIDLs will allow small businesses to access low-interest capital loans from the SBA, **up to $2 million**, for businesses that are currently experiencing temporary loss of revenue. **Loan advances up to $10,000** due to COVID-19 impacts are also available.

Some of these loans can be used for operating expenses, including health insurance premiums for their employees.

Who qualifies?
Any small business with less than 500 employees (including sole props, independent contractors and self-employed), private non-profit organization or 501(c)(19) veterans organizations. Businesses in certain industries may have more than 500 employees if they meet the SBA's size standards for those industries.

How to apply:
To apply for a **COVID-19 Economic Injury Disaster Loan**, visit https://covid19relief.sba.gov/.
To apply for a disaster loan **unrelated** to COVID-19,
visit https://disasterloanassistance.sba.gov/s/

SBA Express Bridge Loans

The Express Bridge Loan Program allows certain small businesses to **access up to $25,000 quickly**.

These loans can provide vital economic support to small businesses to help overcome temporary loss of revenue and can be a term loan or used to bridge the gap while applying for a direct SBA Economic Injury Disaster loan.

Who qualifies?

- Small businesses who currently have a business relationship with an SBA Express Lender
- A small business with an urgent need for cash while waiting for decision/disbursement on an Economic Injury Disaster Loan may qualify

Terms

- Up to $25,000
- Fast turnaround
- Will be repaid in full or in part by proceeds from the EIDL loan

MORE INFORMATION: This Program Guide outlines the procedures applicable to the Express Bridge Loan Pilot Program.

SBA Debt Relief

The following debt relief will happen automatically (no need to apply):

- For 7(a), 504 and microloans:
  - The SBA will **automatically pay the principal, interest, and fees of current loans** for a period of six months.
  - The SBA will also **automatically pay the principal, interest, and fees of new loans** issued prior to September 27, 2020.
- For current SBA Serviced Disaster (Home and Business) Loans:
  - If a disaster loan was in "regular servicing" status on March 1, 2020, the SBA is **providing automatic deferments through Dec. 31, 2020**.
  - After this automatic deferment period, borrowers will be required to resume regular principal and interest payments. Borrowers that cancelled recurring payments will need to reestablish the recurring payment.

State Efforts

- The Michigan Small Business Relief Program is providing grants and loans to support businesses facing drastic reductions in cash flow.

- The Michigan Economic Development Corporation's (MEDC) call center is also available to answer questions about assistance available to small business through existing state programs.

For More Information:

- Call (888)522-0103
- Visit https://sbdcmichigan.org/small-business-covid19/

Where can I find more information?

Paycheck Protection Program:
PPP borrower application form

Economic Injury Disaster Loans:
COVID-19 EIDL Application
EIDL Unrelated to COVID-19

Express Bridge Loans:
Program Guide

SBA Debt Relief:
More information

Federal Resources

Federal Government: usa.gov/coronavirus
CDC: cdc.gov/coronavirus/2019-ncov/
Small Business Administration:
https://www.sba.gov/
Small business definitions:
https://www.sba.gov/document/support--table-size-standards

State Resources

State of Michigan: Michigan.gov/coronavirus
Michigan Economic Development Corporation:
Call (888)522-0103 or
visit https://sbdcmichigan.org/small-business-covid19/.
Michigan Small Business Relief Program

Visit Blue Cross:

Blue Cross: BCBSM.com/coronavirus;
MIBluesPerspectives.com

Appendix

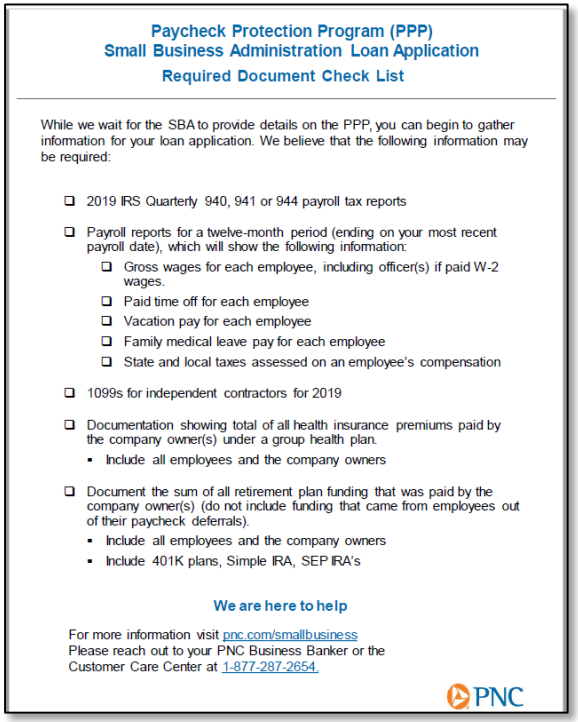
Blue Cross Blue Shield Blue Care Network of Michigan

Appendix for CMS CARES/SBA Loan Processes

Checklist Examples from Lenders

Each lender may have nuances in their process for application and verification of information needed as part of the approval.

Lender Examples Include



Paycheck Protection Program (PPP)
Small Business Administration Loan Application
Required Document Check List

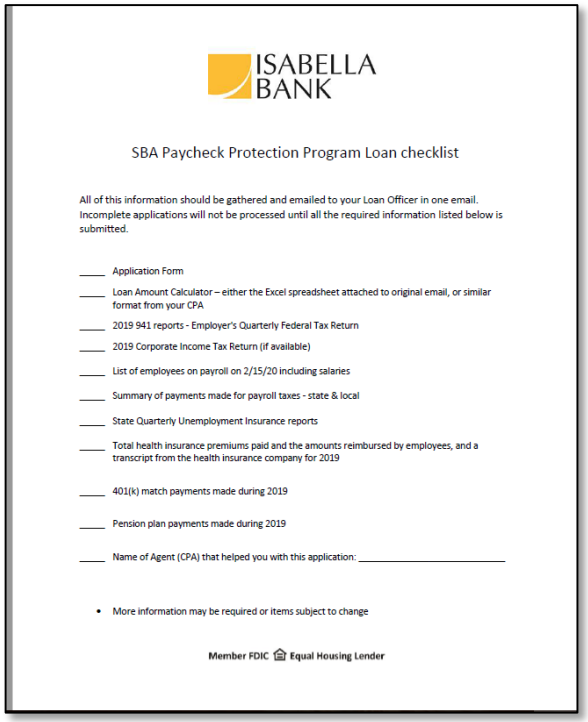
While we wait for the SBA to provide details on the PPP, you can begin to gather information for your loan application. We believe that the following information may be required:

- ❑ 2019 IRS Quarterly 940, 941 or 944 payroll tax reports
- ❑ Payroll reports for a twelve-month period (ending on your most recent payroll date), which will show the following information:
  - ❑ Gross wages for each employee, including officer(s) if paid W-2 wages.
  - ❑ Paid time off for each employee
  - ❑ Vacation pay for each employee
  - ❑ Family medical leave pay for each employee
  - ❑ State and local taxes assessed on an employee's compensation
- ❑ 1099s for independent contractors for 2019
- ❑ Documentation showing total of all health insurance premiums paid by the company owner(s) under a group health plan.
  - Include all employees and the company owners
- ❑ Document the sum of all retirement plan funding that was paid by the company owner(s) (do not include funding that came from employees out of their paycheck deferrals).
  - Include all employees and the company owners
  - Include 401K plans, Simple IRA, SEP IRA's

We are here to help

For more information visit pnc.com/smallbusiness
Please reach out to your PNC Business Banker or the Customer Care Center at 1-877-287-2654.

PNC



ISABELLA BANK

SBA Paycheck Protection Program Loan checklist

All of this information should be gathered and emailed to your Loan Officer in one email. Incomplete applications will not be processed until all the required information listed below is submitted.

____ Application Form
____ Loan Amount Calculator – either the Excel spreadsheet attached to original email, or similar format from your CPA
____ 2019 941 reports - Employer's Quarterly Federal Tax Return
____ 2019 Corporate Income Tax Return (if available)
____ List of employees on payroll on 2/15/20 including salaries
____ Summary of payments made for payroll taxes - state & local
____ State Quarterly Unemployment Insurance reports
____ Total health insurance premiums paid and the amounts reimbursed by employees, and a transcript from the health insurance company for 2019
____ 401(k) match payments made during 2019
____ Pension plan payments made during 2019
____ Name of Agent (CPA) that helped you with this application: _____

- More information may be required or items subject to change

Member FDIC Equal Housing Lender

PPP Affiliation Rules

Following is a summary of the applicable affiliation tests:

Affiliation based on ownership	Affiliation based on financial structure	Affiliation based on management	Affiliation based on identity of interest
An applicant is an affiliate of an entity that owns or has the power to control more than 50 percent of voting equity. SBA will deem a minority shareholder to be in control, if that individual or entity can prevent a quorum or otherwise block action by the board of directors or shareholders.	Affiliation arising under stock options, convertible securities, and "agreements in principle" to merge, which SBA treats as though the rights granted have been exercised.	Affiliation arises where the CEO or President of the applicant (or other officers, managing members, or partners who control the management of the concern) also controls the management of one or more other concerns. Affiliation also arises where a single individual, concern, or entity that controls the Board of Directors or management of one concern also controls the Board of Directors or management of one of more other concerns. Affiliation also arises where a single individual, concern or entity controls the management of the applicant concern through a management agreement.	Affiliation arises between close relatives with identical or substantially, identical business or economic interests (such as where the close relatives operate concerns in the same or similar industry in the same geographic area). Where SBA determines that interests should be aggregated, an individual or firm may rebut that determination with evidence showing that the interests deemed to be one are in fact separate.

For purposes of the determining the number of employees, the applicant is considered together with its affiliates.

Addressing Mental Health Issues and Care Coordination through PDCM

Amy McKenzie, MD

4/8/20

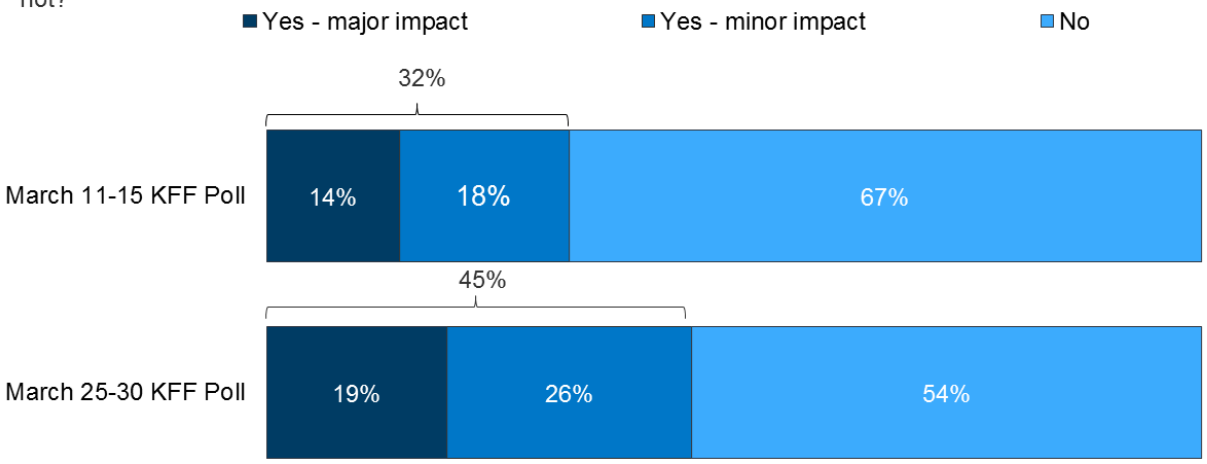
Mental Health issues during COVID

We are beginning to see impacts of the coronavirus pandemic on mental health with surveys showing rising rates of stress and anxiety along with reports of rising concerns related to domestic violence and substance use. First responders & health care workers are also being impacted by stress and seniors by social isolation.

Figure 7

Larger Share Now Reporting Negative Mental Health Impacts

Do you feel that worry or stress related to coronavirus has had a negative impact on your mental health, or not?



SOURCE: KFF Health Tracking Poll (conducted March 25-30, 2020). See topline for full question wording.

KFF HENRY J KAISER FAMILY FOUNDATION

Source: Survey Kaiser Family Foundation Coronavirus Poll

Care Coordination during COVID

Guidance for providers delivering outpatient care management services for BCBSM members through PDCM:

- For members that are currently engaged in care management through PDCM, care managers should strongly consider screening for depression, anxiety, substance use, domestic violence, and social isolation during care coordination outreach along with development of appropriate care plan and direction to resources.
- Blue Cross has waived copays on all telehealth visits for common BH services and also has access to 24/7 hotline for members requiring care.

The following guidance for providers delivering PDCM services for hospitalized members is in place through June 30, 2020 :

- BCBSM supports PDCM providers identifying patients admitted to facilities using ADT lists and outreaching early in the course of hospitalization to coordinate care, identify discharge needs for future transition and if appropriate, connect family members to available resources in an effort to support BH needs or social needs.
- PDCM billing codes apply to all of the above stated services.
- G9001 and G9002 can now be delivered via telephone or audio/visual.

Care Coordination during COVID

Hospitals across the state are under Executive Order (EO 2020-37) to limit access for those not hospitalized to limit the spread of Coronavirus. Facilities are increasingly encouraged to promote connection with family members using telephone or electronic communications.

The following guidance for providers delivering inpatient care for hospitalized members is in place for through June 30, 2020 :

- For members who are admitted to the hospital with required separation of family members, BCBSM supports use of telephonic and electronic communications to promote care coordination efforts. Examples include:
  - Connecting members with family
  - Connecting families in by conference call to speak with hospital providers for updates
- Care coordination services can be billed using the PDCM codes including G9001, G9002 or other PDCM codes as appropriate. Nurses, social workers or other licensed providers working as part of the care team can bill under the physician's pin as described in the PDCM billing guidelines for services rendered. MA's and other non-licensed professionals are able to bill phone codes under the care teams guidance.
- G9001 and G9002 are able to be rendered without a face to face visit during the crisis.

BCBSM Provider Delivered Care Management (PDCM) Program

- **More Information about BCBSM Provider Delivered Care Management Program and Billing Guidelines can be found here under the PDCM link:**
  http://sps-pgip/init/Pages/default.aspx

- **More Information about BCBSM No Cost Telehealth Expansion:**
  https://www.bcbsm.com/content/dam/public/shared/documents/coronavirus/provider/alerts/no-cost-telehealth-extended-expanded.pdf

- **Behavioral Health support services: 24-hour mental health hotline for those feeling anxious, depressed and stress**
  - Blue Cross Blue Shield of Michigan members: 1-800-762-2382
  - Blue Care Network members: 1-800-482-5982
  - Free crisis hotline available for anyone at 833-848-1764, which is staffed by BCBSM's behavioral health partner New Directions

Reminder: COVID-19 Provider Communications

- There are two places providers can go to find information from BCBSM on COVID-19

Provider Portal (not public)

Blue Cross Blue Shield Blue Care Network of Michigan

Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association

Coronavirus (COVID-19) information updates for providers

Blue Cross Blue Shield of Michigan and Blue Care Network are taking action to ensure the health and safety of our members during the worldwide outbreak of a new coronavirus.

Information and resources

Telehealth

- Telemedicine Medical Policy (PDF) (Although the effective date shown on the policy is May 1, 2020, the removal of BCN's originating site requirement is effective March 17, 2020.)
- Telehealth for medical providers (PDF)
- Telehealth for behavioral health providers (PDF)
- Telehealth procedure codes for COVID-19 (PDF)

Patient testing

- COVID-19 patient testing recommendations (PDF)
- March 25, 2020, memo from the Michigan Department of Health and Human Services (PDF)
- Message from the Michigan Department of Health and Human Services regarding testing (PDF)*

Utilization management

- COVID-19 utilization management changes (PDF)

web-DENIS broadcast messages

April 2, 2020

- Blue Cross and BCN extend no-cost telehealth services to members through June 30 and include behavioral health (PDF)
- Clinical review requirements suspended through May 31 for all admissions to acute care hospitals and for transfers to skilled nursing facilities (PDF)

April 1, 2020

- Letters mailed to Medicare Advantage members about COVID-19 (PDF)

March 30, 2020

- Influenza testing now covered in the physician's office (PDF)

March 26, 2020

- COVID-19 updates: Dx codes, PPEs, and ensuring providers are available to care for our Michigan members (PDF)

bcbsm.com/coronavirus (public)

Read our provider alerts for recent updates

We're committed to keeping you up to date on the changes we're making in response to the [illegible]avirus pandemic.

You can find out what we've updated and when we've changed it with our provider alerts:

- Influenza testing now covered in the physician's office (PDF)
- Diagnosis codes, PPEs and ensuring providers are available to care for members (PDF)
- Autism services and telehealth (PDF)

Past provider alerts

How to use telehealth services to see patients

As a provider, you can use telehealth to monitor and care for your patients.

Read through the medical policy to understand our billing requirements. You'll also see which codes to use, along with Blue Cross' general guidelines:

- Telehealth Medical Policy (PDF)

These telehealth guides will help you learn which services you can use and when to use them:

- Telehealth for Medical Providers (PDF)
- Telehealth for Behavioral Health Providers (PDF)

What you need to know about COVID-19 patient testing

Blue Cross is fully covering the cost of coronavirus testing from any Michigan lab for most members.

Use this document to learn the codes you'll need. You'll also see our testing recommendations from the Michigan Department of Health and Human Services as well as [illegible] Prevention.

thank you
danke
謝謝
ngiyabonga
teşekkür ederim
gracias
merci
obrigado
dziękuję
bedankt
go raibh maith agat
mochchakkeram
sukriya
kop khun krap
terima kasih
grazie
arigatô
dakujem
takk
tapadh leat
спасибо
Баярлалаа
рахмат
dank je
mersi
barka
welalin
tack
spas
kia ora
vinaka
спасибі
blagodaram
misaotra
matondo
paldies
grazzi
mahalo
хвала
asante
manana
obrigada
tenki
murakoze
chokrane
mamnun
дякую
djiere dieuf
tau
akun
dankon
aciù
köszönöm
mauruuru
hvala
gràçie
bayarlalaa
nanni
nandri
kiitos
dankie
dhanyavad
enkosi
sobodi
dēkuji
mèsi
didi madloba
sagolun
najis tuke
kam sah hamnida
rahmat
তোমাকে ধন্যবাদ
감사합니다
xièxie
ευχαριστώ
diolch
dhanyavadagalu
shukriya
mercé
мерси
trugarez
tanemirt
rahmet
ありがとう
chnorakaloutioun
gratias ago
gràcies
sulpáy
taiku
akun