

PROVIDERS' NEWS

COVID-19 Update

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Update to Optometry Coverage via Telemedicine

On April 13, Arkansas Blue Cross and Blue Shield and Health Advantage issued an update to our telemedicine policy for our fully insured members to access telemedicine with in-network providers delivering specific services by physical therapists, occupational therapists, speech and language therapists, chiropractors, podiatrists, registered dieticians and board certified behavioral analysts for specific services. Optometry (O.D.) was inadvertently left off the list.

The following codes have been approved for Optometry to perform and bill for via Telemedicine: 99201, 99202, 99203, 99204, 99211, 99212, 99213, & 99214 (Specialty 41).

There will be no waiver of cost share (e.g. copays, deductibles, and coinsurance) for these services and all contractual limitations, conditions, policies, and procedures will apply. Codes must be submitted with place of service 02 and modifier 95 or GT to indicate billing of a telehealth service. Appropriate documentation commensurate with the level of service provided and submitted for payment is to be placed in the medical record.

Providers are responsible for ensuring that they are in compliance with Arkansas law for their specialty regarding telemedicine.

The temporary change applies exclusively to members of Arkansas Blue Cross and Health Advantage fully insured health plans. The changes are retroactive to April 1 and will be in effect through at least May 15, 2020, and could be extended after that, if circumstances warrant.

Please note: *Decisions about coverage changes for members of self-funded health plans serviced by Blue Advantage Administrators of Arkansas or Health Advantage are made by the employers or plan sponsors who fund those self-funded programs.*

Arkansas Blue Cross and Health Advantage have voluntarily increased overall compensation for telemedicine services for fully insured members by reimbursing all such services at the “office” level. This payment enhancement became effective for these specific services rendered beginning April 1, and will continue through May 15, at which time the policy will be revisited.