

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



May 13, 2020

### Preventive Care Provided Via Telehealth

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) has made the decision to temporarily allow preventive care services (99381-99387, 99391-99397) to be provided via telehealth during the National Health Emergency related to COVID-19. Providers may provide all or portions of a preventive medicine visit via telehealth that can be done so appropriately and effectively. Services that require a face-to-face interaction may be provided at a later date. Providers may only bill one preventive medicine code (99381-99387, 99391-99397) to cover both the portion done via telehealth and any necessary face-to-face interaction associated with the preventive care service. Codes for diagnostic services may be separately billed per standard coding guidelines. The Telehealth reimbursement policy has been updated to reflect the temporary addition and the Blue Cross claims system has been updated to allow the billing of preventive medicine codes with a telehealth place of service as of February 4, 2020.

### Products Impacted

This applies to all lines of business except Federal Employee Program (FEP).

### Questions?

If you have questions for a member enrolled in a Minnesota Health Care Programs (MHCP) plan, please contact provider services at **1-866-518-8448**. Please contact provider services at **(651) 662-5200** or **1-800-262-0820** for all other questions.