

PROVIDER QUICK POINTS

PROVIDER INFORMATION



March 10, 2021

Telehealth Policy Updates

Commercial and Medicare (Advantage, Cost, Supplement):

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) will extend the temporary waivers and coverage of temporary codes for commercial and Medicare (Advantage, Cost, Supplement) members listed within the “Televideo Consultations/Telehealth/Telemedicine Services” reimbursement policy for the duration of 2021. The extension has been provided to assure providers that no changes will be made in regard to telehealth during calendar year 2021. Blue Cross continues to support improved access to health care services while reducing the need for in-person care during the pandemic.

The “Televideo Consultations/Telehealth/Telemedicine Services” reimbursement policy can be accessed at providers.bluecrossmn.com. Select ‘Reimbursement Policies’ within the ‘Tools and Resources’ section of the landing page.

Minnesota Health Care Programs (MHCP):

Telehealth coverage for MHCP members (Families and Children, MNCare, Minnesota Senior Care Plus (MSC+), and Minnesota Senior Health Options (MSHO)) will follow MN Department of Human Services temporary policy changes 30 days past the end of the Public Health Emergency.

Federal Employee Program (FEP):

As of January 1, 2021, FEP will no longer cover a telehealth visit if the primary reason for the visit is for preventative services.

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.