

## Changes to Telehealth Access for PT, OT, SLT, DC, DPM, RDN, BCBA & OD during Pandemic

To further assist our members and providers in their efforts to practice social distancing, Arkansas Blue Cross and Blue Shield and Health Advantage Arkansas Blue Cross and Blue Shield and Health Advantage are making additional temporary changes in benefits by allowing their fully insured members telemedicine access to in network providers delivering specific services by physical therapists, occupational therapists, speech and language therapists, chiropractors, podiatrists, registered dietitians, board certified behavioral analysts and optometrists.

The temporary changes listed below apply 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.

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.

Only the following codes will be reimbursed for telemedicine. Telephonic codes do not apply.

**Physical Therapy (PT)**—97161, 97162, 97163, 97164, 97110, 97112, 97116, 97535

**Occupational Therapy (OT)**—97165, 97166, 97167, 97168, 97110, 97112, 97116, 97535, 92523

**Speech & Language Therapy (SLT)**—92507, 92521, 92522, 92523, 92524, 92526, 92610, 96105, 97110

**Chiropractic Medicine (DC)**—99201, 99202, 99203, 99204, 99211, 99212, 99213, 99214 (used for initial evaluation or re-evaluation when submitted without a manipulation code)

**Podiatric Medicine (DPM)**—99201, 99202, 99203, 99204, 99211, 99212, 99213, 99214

**Registered Dietitians (RDN)**—97802, 97803, 97804, G0108, G0109

**Board Certified Behavioral Analyst (BCBA)**—

- 97153, 97155, 97156 (these services will be subject to coverage policy 2017002, only 50% services hours can be performed by telemedicine, subject to prior approval guidelines.)
- 97151, 97152 (these services will be subject to coverage policy 2011053, subject to prior approval guidelines.)

**Optometrists**—99201, 99202, 99203, 99204, 99211, 99212, 99213, & 99214 (Specialty 41).