Will BlueCross cover telehealth (telephonic or virtual) consultations with my patients?

Yes. BCBST is taking extra steps to maximize opportunities for providers to care for members virtually, so members may remain safe and in their homes during the threat of COVID-19.

BlueCross will cover telehealth (telephonic or virtual) consultations between providers and patients-
Providers may bill for telehealth in two ways, for all lines of business, PCP’s or specialists, from now to April 30, 2020
Member benefits will apply per product as applicable.

- For telephonic consults between providers and members, providers can use codes 99441–99443, place of service 02
- For virtual and telephonic consults, providers can use E&M codes 99201–99215, place of service 02
- For telephonic individual behavioral health consultations, use codes 90791, 90792, 90832, 90834 and 90837, place of service 02

Pricing for these services will be consistent with provider current fee schedules.