CORRECTED: Information from Anthem for Care Providers that perform ABA Services during COVID-19

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Correction: Telehealth via telephone-only section removed

Anthem is closely monitoring COVID-19 developments and what it means for our customers and our healthcare provider partners. Our clinical team is actively monitoring external queries and reports from the Centers for Disease Control and Prevention (CDC) to help us determine what action is necessary on our part.

To help address care providers’ questions regarding Applied Behavioral Analysis (ABA) services, Anthem has developed the following frequently asked questions:

Please continue to visit the Provider News page regularly, as we will update the information as it becomes available. Thank you for the work you do for our members, especially during these difficult times.

Telehealth via (audio + video)
Anthem covers telehealth (i.e., video + audio) services for providers who have access to those platforms/capabilities today. Effective March 17, 2020, Anthem’s affiliated health plans will waive member cost share for telehealth (video + audio) visits, including visits for mental health or substance abuse disorders, for our fully insured employer plans, Individual plans, Medicare plans and Medicaid plans where permissible for 90 days. Cost sharing will be waived for members using Anthem’s telemedicine service, LiveHealth Online, as well as care received from other providers delivering virtual care through internet video + audio services. Self-insured plan sponsors may opt out of this program.

How is Anthem approaching the provision of ABA services via telehealth (audio + video)?
Anthem is making adjustments in our policy in the provision of ABA services to address the need for expanded telehealth access. We expect all ABA services will still be provided within benefits limits, authorization limits, and within state and federal regulatory requirements and licensure, including HIPAA compliance. These changes will be effective March 17th and will stay in place for 90 days. We will continue to actively monitor the rapidly evolving situation.

**Is Anthem allowing the delivery of ABA therapy using telehealth methods?**
Yes, we will allow authorized telehealth for supervision (97155), caregiver training (97156 & 97157) and functional behavior assessment (FBA) (97151) 97153 (adaptive behavioral treatment by protocol) with proper modifier.

**Are ABA providers allowed to use the hours approved in a current authorization for telehealth (audio + video) ABA services?**
If an ABA provider is not requesting changes to existing authorized codes or units they can continue to use the authorization they have on file. No further action is required by the provider.

If an ABA provider is requesting changes to the authorization we have in place, such as changes to units or codes, they must submit a request for the change by submitting a new treatment request form outlining the changes they are requesting, please include current authorization reference number and date of change being requested.

If an ABA provider is requesting new authorization of code or units, they should follow the process already in place by submitting the request by fax or via Anthem’s electronic portal.

**Are the GT or 95 modifiers required for billing telehealth?**
Yes, bill using the GT or 95 modifier.

**What if I have additional questions pertaining to ABA?**
Please call the Anthem ABA Unit at (844) 269-0538.


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