



South Carolina

# Virtual Care

BlueCross BlueShield of South Carolina

# Disclaimer

The information included is general and in no event should be deemed as a promise or guarantee of payment. We do not assume and hereby disclaim any liability for loss caused by errors or omissions in preparation and editing of this publication.



# Program Overview

# Overview of Virtual Care

- Virtual care is a type of service provided through telehealth or telemedicine.
- Lines of business included:
  - BlueCross BlueShield of South Carolina
  - BlueChoice<sup>®</sup> HealthPlan
  - Blue Essentials<sup>SM</sup> and Blue Option<sup>SM</sup>
  - State Health Plan
- Lines of business excluded:
  - Healthy Blue<sup>SM</sup>
  - Medicare Advantage

# Telehealth Services

- Telehealth is the interaction of patient and clinician via electronic communications to improve a patient's clinical health status.
- BlueCross expanded reimbursement for all services delivered through telehealth that meet the coverage criteria listed in CAM 176.
- Credentialed, network providers that meet the outlined requirements and complete the telehealth onboarding process are eligible to bill BlueCross services.
- Approved clinicians:
  - Physician
  - Nurse practitioner
  - Physician assistant
  - Clinical nurse specialist
  - Clinical psychologist
  - Clinical social worker
  - Licensed professional counselor/marriage and family therapist

# Telehealth Guidelines

- Telehealth services are considered medically necessary when they meet the guidelines provided in the medical policy, CAM 176. A portion of the guidelines include:
  - The patient is present at the time of service;
  - All services provided are medically appropriate and necessary;
  - The encounter satisfies the elements of the patient-provider relationship, as determined by the relevant healthcare regulatory board of the state where the patient is physically located;
  - The service takes place via an interactive audio and video telecommunications system.
- To read the policy in its entirety, visit the Medical Policies page located on [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) or [www.BlueChoiceSC.com](http://www.BlueChoiceSC.com).

# Telemedicine Services

- Telemedicine is the use of medical information about a patient that is exchanged from one eligible referring provider site to another eligible consulting provider site via two-way, real-time, interactive, secured and HIPAA-compliant electronic audio and video telecommunications systems.
- Telemedicine includes consultation, diagnostic and treatment services. It is not an expansion of covered services, but an option for delivery of certain covered services.
- Telemedicine, in some cases, provides increased access to specialists, better continuity of care and elimination of the hardship of traveling extended distances.
- Providers who meet the BlueCross contracting requirements and are approved through Virtual Care to provide telemedicine services are eligible to submit claims for telemedicine and telepsychiatry when the service is within the scope of their practice.

# Telemedicine Guidelines

- Telehealth services must meet the guidelines provided the in the medical policy, CAM 032. A portion of the policy states:

## Referring Site -

*A referring site is the location of an eligible referring physician site in which a plan's member is personally presented by the referring physician to a consulting physician at the time the service is being furnished.*

*Plan members are eligible for telemedicine services only if the member access to appropriate specialty care is difficult, inaccessible or unavailable by the member or in an urgent situation such that access to the specialty care is needed immediately without requiring the patient to travel.*

## Consultant Site -

*A consultant site means the site or location at which the specialty consulting physician providing the medical care is located at the time the service is provided via telemedicine. The consulting physician providing the medical care must be currently and appropriately licensed as required by the appropriate state's Board of Medical Examiners.*

- To read the policy in its entirety, visit the Medical Policies page located on [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) or [www.BlueChoiceSC.com](http://www.BlueChoiceSC.com).



# How to **Enroll**

# Applying for Virtual Care Services

- Providers are not automatically enrolled in the virtual care program.
- To be considered for services, complete the Virtual Care Services application in My Provider Enrollment Portal.
  - After logging into the portal, select **Maintenance** from the navigation bar.
  - Under the Maintain a Practice, select **Add virtual care**.
  - Enter the Tax ID and select **Next**. Note: If the tax ID entered does not pull a group that's on file, you will be notified to verify the information, and if needed, you must start a new group application.
  - Select the group's name, then select **Next**.
  - Answer the virtual care business associate agreement question, then select **Next**.
  - Choose which virtual services you wish to provide, along with the vendor details and attestation responses, then select **Next**.
  - Add the practitioners that will be providing virtual care services at your location, then select **Next**.
  - Review the confirmation page, then select **Next**.



**THANK YOU!**