

Important Information for Our Health Care Provider Partners

To: Participating Psychiatrists
Date: August 31, 2018
Subject: Telehealth Psychotherapy Policy Update Effective October 1, 2018

Our reimbursement update communication dated May 1, 2018, announced changes in the reimbursement methodology for telehealth services resulting in increases in reimbursement, which became effective for services rendered on or after August 1, 2018. This change affected all types of telehealth services.

To expand access to psychotherapy services for our members, effective October 1, 2018, we are updating our telehealth reimbursement policy to reimburse the same amount for eligible **psychotherapy codes**, whether the service is rendered in person or via telehealth, for our **Medicare Advantage and commercial lines of business**. This means that we will no longer reduce reimbursement for psychotherapy codes when the service is delivered via telehealth. Full reimbursement will be provided for "real-time"/synchronous visits only. Professionals licensed to provide the applicable services will receive the full reimbursement whether the visit is done in person or via a secure mode of telehealth (i.e. secure video or telephone). Services rendered via telehealth should be reported using modifiers GT, 95 or place of service 02, as applicable. For a list of services which may be rendered by telehealth, please refer to the telehealth policy on our web site, **ExcellusBCBS.com/ProviderMedicalPolicies**.

Not all services are covered under all products and programs. Please confirm member eligibility before rendering service by visiting our website, **ExcellusBCBS.com/Provider** (Login required).

If you have questions or concerns regarding these updates, please contact your Provider Relations representative.

Thank you for your continued participation with Excellus BlueCross BlueShield and for the quality of care and service you provide to our members.