

## NOTICE TO BHS PROVIDERS AND COVERED MEMBERS

May 21, 2020

Coronavirus concerns are currently a major priority for all of us. BHS continues to closely monitor the pandemic and is committed to delivering the highest level of service to our clients, members and providers.

The non-disruption of services, and the safety and health of our members and providers during this national crisis, are of utmost concern to BHS. Given the ever-changing federal, state and local regulatory guidelines surrounding COVID-19, and their impact on patient access to care, BHS has implemented the following, applicable to members who desire to receive their outpatient care remotely to limit their exposure:

BHS will expand the temporary coverage of outpatient telehealth services for all covered members until the National Health Emergency, deemed by the Federal Government, is declared over. Additionally, telehealth services are subject to the conditions detailed below.

### CONDITIONS:

This temporary coverage of outpatient telehealth services shall **ONLY** apply to:

1. Those diagnoses/conditions contained in the DSM—V, and which are designated as covered conditions by BHS;
2. Those services which can be provided as safely and effectively by telephone or other virtual electronic means as are provided in-person in an office setting [which services expressly **exclude** partial hospitalization (PHP), intensive outpatient programs (IOP), applied behavior analysis (ABA), psychological testing, et al];
3. Services such as psychotherapy and medication management, which are rendered by licensed behavioral healthcare practitioners, psychologists, or psychiatrists;
4. Continued treatment services which are provided at the same frequency/intensity as established by the existing treatment plan and rendered directly by the established provider for that patient;
5. Services rendered by providers who have an existing agreement with BHS (in-network, case-specific, referral); and
6. Use of a transmission application approved for secure HIPAA-compliant synchronous technology.

Members who are new to BHS, or who are not already established with an outpatient provider, are strongly encouraged to contact BHS **first**, for referral assistance, benefits and eligibility, including EAP benefits availability.

Member cost sharing shall be at the same level as that available for in-person office visits (qualifying EAP visits will be permitted).

Providers should bill BHS for telehealth services using the same CPT code as that used for in-person office visits. Use Place of Service Code "02", however, and do not use any additional modifiers. BHS will reimburse for telehealth 'visits' at the same contracted rate set forth in provider's agreement with BHS.

Please contact BHS with any questions regarding this temporary expansion of benefits to include telehealth services. We sincerely hope that this flexibility will be of benefit to both our providers and members during this public health emergency!

Sincerely,

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