



VIRTUAL CARE



South Carolina

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AGENDA

- Program Overview
- Telehealth
- Telemedicine
- How to Enroll



PROGRAM OVERVIEW



WHAT IS VIRTUAL CARE?

- **What is virtual care?**
 - In short, virtual care is care that is given via telehealth or telemedicine.
- **Included Lines of Business:**
 - BlueCross
 - BlueCross Exchange
 - BlueChoice® Exchange
 - BlueChoice® HealthPlan
 - State Health Plan
- **Excluded Lines of Business:**
 - Medicare Advantage
 - Healthy BlueSM (BlueChoice Medicaid)



TELEHEALTH



WHAT TO KNOW ABOUT TELEHEALTH

What is telehealth?

- Telehealth is the interaction of patient and clinician via electronic communications to improve a patient's clinical health status.
- BlueCross BlueShield of South Carolina expanded reimbursement for all services delivered through telehealth that meet the coverage criteria listed in CAM 176.

TELEHEALTH – PROVIDER ELIGIBILITY

- Credentialed, network providers that meet the outlined requirements and complete the telehealth onboarding process are eligible to bill BlueCross BlueShield of South Carolina for telehealth 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 or www.BlueChoiceSC.com.



TELEMEDICINE



WHAT TO KNOW ABOUT TELEMEDICINE

What is telemedicine?

- 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.

TELEMEDICINE – PROVIDER ELIGIBILITY

- Providers who meet the BlueCross BlueShield of South Carolina 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

Referring Site Guidelines

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

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.

- To read the policy in its entirety, visit the Medical Policies page located on www.SouthCarolinaBlues.com or www.BlueChoiceSC.com.

TELEMEDICINE GUIDELINES (CONTINUED)

Consultant Site Guidelines

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

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 or www.BlueChoiceSC.com.



HOW TO ENROLL



ENROLLING IN THE VIRTUAL CARE PROGRAM

- To be considered for the Virtual Care program, complete the Virtual Care Services Application in My Provider Enrollment Portal.



THANK YOU

