

Dear Provider:

We recently notified our network of behavioral health providers that effective March 15, our outpatient providers can bill for virtual visits if they have the capabilities and want to consult with their Florida Blue patients virtually. These virtual visits will be effective for 90 days from that effective date and reimbursement will be based on your current fee schedule. Please refer to that earlier communication for further details.

This temporary virtual visit benefit can be used for Intensive Outpatient Program (IOP) and Partial Hospitalization Program (PHP) as well. This is also effective for dates of service starting March 15 and for the same 90-day period as with outpatient providers. These virtual visits provided by a network IOP or PHP will be available to all Florida Blue patients who have virtual visit benefits. The member will be responsible for their normal visit cost share, per their health benefits, for this virtual treatment. The delivery of virtual IOP/PHP still needs to meet intensity of service requirements.

All available fee schedule codes are appropriate for use by the IOP and PHP that is providing virtual visits. When billing for the virtual visits please include the appropriate HCPCS and modifiers shown in the example below:

| UB04 or 837/ Format | | | | |
|---------------------|--------------|----------------|-----|----------|
| Service | Rev Code | HCPCS | POS | Modifier |
| IOP MH | 0905 | S9480 | N/A | GT or 95 |
| IOP SUD | 0906 | H0015 | N/A | GT or 95 |
| Partial | 0912 or 0913 | H0035 or S0201 | N/A | GT or 95 |

| Modifiers | |
|-----------|---|
| 95 | Synchronous Telehealth Service Rendered via a Real-time Audio and Video Telecommunications System |
| GT | Via interactive audio and video telecommunications systems |

Please Note: There are no changes to the locator 4 Type of Bill (TOB). *Continue to use the code that is currently being used by your facility.*

In response to the novel coronavirus disease and COVID-19 in Florida, New Directions has been working with Florida Blue to enable virtual visits for our network of behavioral health providers. Our hope is to reduce the spread of the coronavirus by offering your Florida Blue patients a safe and convenient way to seek medical help for conditions other than COVID-19. Virtual care also encourages social distancing where patients can receive the same quality of care virtually as they would receive in an office setting.

Please know you are required to notify us of any change to your practice that impacts your ability to deliver timely care. If your practice is impacted by illness or a caseload change, you must notify New Directions in writing within 72 hours so we can update our records and, as appropriate, provide support to your patients who may need coordination of care with another provider. Please use the New Directions email address FLnetdev@ndbh.com to notify us of any impacts to your practice.

If you have further questions, please call our provider services at 866-730-5006 or contact your provider services representative via email at FLnetdev@ndbh.com.

We appreciate your continued commitment in serving our Florida Blue members and keeping them as healthy as possible. As we all adjust our lives during this public health crisis, please know our team is prepared to continue serving you.

Respectfully,

 Cindy Aiello
 AVP Network Operations