

Provider Alert:

Updated Telemedicine Guidance

Effective 3/17/2020

As an emergency measure, in response to the spread of COVID-19, WEBT and Blue Cross Blue Shield of Wyoming are adjusting their telemedicine policy to allow for telephonic and telemedicine visits at the patient's home. We understand that COVID-19 has inhibited our members' ability to seek care through normal channels, whether that care is directly related to COVID-19 or not. In order to facilitate social distancing and help alleviate concerns about access to care, this policy will be reviewed and updated throughout the pandemic.

WEBT will permit telephonic and telemedicine visits to occur to the patient's home when the following conditions are met:

- The services provided are within the provider's scope of license.
- Telecommunications technologies utilized must comply with applicable federal and state legal requirements of health/medical information privacy, including compliance with HIPAA.
- Services must be medically appropriate to be rendered at a distance.
- Providers should bill the service that they render with a GT modifier.
 - Physical therapy, occupational therapy, and speech therapy should bill without the GT modifier.
- 99441, 99442, and 99443 will be permitted for telephonic visits. No GT modifier is required for these codes.
- These guidelines apply only to WEBT members. Providers should seek guidance from other Blues plans for potential changes to their policies.

Other benefit and cost share rules will continue to apply. It is important to note that only services that can be rendered through telemedicine should occur. Services that cannot be safely or adequately provided through this means should be avoided.