

## COVID – 19 frequently asked questions

1. **Will Blue Cross Complete be waiving authorizations for all services related COVID-19 including lab testing?**

Blue Cross Complete does not require and authorization for testing related to COVID-19. The plan will cover testing related to COVID-19 for all eligible members beginning with dates of service February 4, 2020.

2. **Will Blue Cross Complete agree to waiving authorization requirements for members that will be transitioned to a SNF from the hospital?**

We are currently in discussion regarding this matter. Please stay tuned for updates.

3. **Will an authorization be required by Blue Cross Complete for inpatient stay only?**

We are currently in discussion regarding this matter. Please stay tuned for updates.

4. **Will claims be paid appropriately if a practitioner sees a patient at a location other than his or her regular location when all the locations are under the same TIN?**

Blue Cross Complete will reimburse appropriately for services provided at a location other than the practice location under the same TIN.

5. **Can you also confirm the effective date of the 2 new CPT codes (U0001, U0002) in the BCC system?**

Blue Cross Complete will cover all medically necessary services required to facilitate testing and treatment of COVID-19 for its eligible members, in accordance with federal and state guidance. No prior authorization is required for COVID-19 testing.

Coronavirus testing codes are as follows:

Code	Description	Rate	Start Date	End Date
U0001	Cdc 2019 novel coronavirus (2019-ncov) real-time rt-pcr diagnostic panel	29.74	2/4/2020	12/31/2999
U0002	2019-ncov coronavirus, sars-cov-2/2019-ncov (covid-19), any technique, multiple types or subtypes (includes all targets), non-cdc	42.48	2/4/2020	12/31/2999



87635	Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), amplified probe technique	42.48	3/13/2020	12/31/2999
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6. **Are there specific rates associated with the COVID-19 codes? Will our contractual rate apply to those codes?**

Reimbursements will be paid at the contracted rates for the above noted codes billed by VHS physicians or the DMC facilities.

7. **Will Blue Cross Complete cover telehealth, telemedicine and telephone consultations?**

Blue Cross Complete covers telehealth visits for our members in accordance with State and Federal policy.

Participating providers who will be closing their office for an extended period of time should notify **Blue Cross Complete Provider Inquiry at 1-888-312-5713** and indicate whether virtual visits, telephonic consultation, or secure web-portal consultation will be available during this period.

Please review the Blue Cross Complete [telehealth notification](#).

8. **Do providers have to be enrolled in CHAMPS?**

The Michigan Department of Health and Human services indicated the following:

- CHAMPS Provider Enrollments are currently being processed within one day.
- Providers may also request retroactive enrollment up to a year prior to date of request.
- If a beneficiary is currently outside of Michigan and seeks services, if they see a provider who is out-of-state and out-of-network, those providers do not need to be enrolled in CHAMPS as stated in existing policy.
- As part of our COVID-19 response, MDHHS will be delaying revalidation requirements for providers who have revalidation coming up in the next three months. Those providers will be getting additional time to revalidate with MDHHS. (More information will be provided in the near future)

9. **Is patient cost sharing waived related to COVID-19?**

There is no cost sharing for the Blue Cross Complete Medicaid members. For more information, visit the Blue Cross Complete [COVID-19 member website](#).