

## COVID-19 Frequently asked questions

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

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

2. **Will Blue Cross Complete waive authorization requirements for members transitioned to a skilled nursing facility from a hospital?**

We're currently in discussion about this matter. Check the *Blue Cross Complete provider website* under [news and alerts](#) for updates.

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

We're currently in discussion about this matter. Check the *Blue Cross Complete provider website* under [news and alerts](#) 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 eligible members, in accordance with federal and state guidance.

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 contacted rates for the above noted codes billed by Vanguard Health System physicians or Detroit Medical Center 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 should call **Blue Cross Complete Provider Inquiry at 1-888-312-5713** if they plan to close their offices for an extended period and will instead be offering virtual visits, telephone consultation, or secure web portal consultation.

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 seeks services from providers out of state and out of network, those providers don't 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 due in the next three months. (We'll provide more information in the future.)

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

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