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COVID-19: Latest news (March 24)

1 message

Blue Cross Blue Shield of Massachusetts <email@contact.emailbcbsma.com>
Reply-To: Member and Provider Communications <Provider-Ed-Pub@bcbsma.com>
To: huisook.son@lahey.org

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Provider Central

GENERAL NEWS & UPDATES



To: Providers caring for our members

COVID-19: Latest news (March 24)

Get the latest information on coverage, codes, and updates to our policies in support of our members.

Read our full [news article](#).

What's new?

- We've added or updated coding and coverage information for ancillary and behavioral health providers.
- We've updated payment policies for telehealth services (including video and telephone), so there are opportunities to connect with patients for covered services virtually instead of in-person.

We've also posted a message to your My Alerts inbox. [Log in](#) to read it.

We're here to support you

Governor Baker has issued a stay-at-home advisory for Massachusetts in an effort to stop the spread of COVID-19 (coronavirus).

As a health care plan, Blue Cross Blue Shield of Massachusetts is deemed an essential business, and we will continue to operate during this time. This means we will continue to process your claims, and we are here to support you as you care for your patients—our members.

Here are some tips as we navigate this new measure together:

- Submit your claims to us electronically if you can (paper submissions will take longer to process). To find out how to submit claims electronically, go to our [Claim Submission page](#).
- If we need any clinical information from you to approve authorizations or pay claims, please consider allowing us to access your medical records system remotely, in lieu of any paper medical record exchanges. This will enable a secure, efficient process for both of us.

If you experience any difficulties, please [contact us](#) or visit our website for help:

- Please call Network Management and Credentialing Services at **1-800-316-BLUE (2583)** or call your Network Manager directly.
- Visit our [coronavirus resource center](#) for information to share with your patients.

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