

Healthy Louisiana guidance on telemedicine and laboratory claims

This provider bulletin details important guidance from all Healthy Louisiana Managed Care Organizations (MCOs) regarding telemedicine and laboratory claims. If you have any Healthy Blue specific questions, please contact your local Provider Relations Representative.

Attention all providers:

In order to prevent unnecessary denials during the coronavirus (COVID-19) crisis, please follow the guidance below:

- **Telemedicine:** For telemedicine visits, you must submit claims using Place of Service (POS) 02 (telemedicine) with Modifier 95. Both POS 02 and Modifier 95 must be billed together on each claim line to pay appropriately.
- **Other modifiers:** All other required modifiers must also be included on the claim form. Examples include therapy modifiers, Mental Health Rehabilitation (MHR) modifiers, etc.
- **FQHC/RHC telemedicine:** Federally Qualified Health Center (FQHC) and Rural Health Clinic (RHC) providers billing telemedicine services are required to use POS 02 with modifier 95, not POS 50 (for FQHCs) or POS 72 (for RHCs).
- **Lab codes:** Lab codes should not be billed with POS 02 and are not allowed to be performed via telemedicine. Please reference CMS guidelines for acceptable POS codes for lab services.
- **Corrected claims:** To submit a corrected claim, use frequency code 7 as outlined below:

| | |
|--------------------------|-------------------|
| 22. RESUBMISSION CODE | ORIGINAL REF. NO. |
| 7 | ABC1234567890 |

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-844-521-6942**.