

Mental health rehabilitation telemedicine/telehealth denials

Background:

Effective March 20, 2020, the Louisiana Department of Health (LDH) issued approval for mental health rehabilitation (MHR) telemedicine/telehealth billing for a specified listing of codes referenced in the *Informational Bulletin 20-4 Telemedicine/Telehealth Facilitation of Mental Health Rehabilitation Services during the COVID-19 Declared Emergency*. Healthy Blue has identified that appropriately billed MHR telemedicine/telehealth claims have been denied.

What is the impact of this issue?

Providers do not need to take any action. Healthy Blue is in the process of updating our system. Claims affected by this issue will be automatically reprocessed.

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**.