

PATHWAYS TO MANAGED CARE

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**BlueCross
BlueShield**

Telehealth Updates

News About Telehealth Updates

During the pandemic, we greatly expanded our telehealth coverage so providers could continue providing quality care to our members.

We, (BCBS) are deeply invested in supporting telehealth and will broadly cover many telehealth services even after this public health emergency has passed. We are also reviewing codes to make sure we don't cover services that need to take place in a provider's office. We started denying inaccurate telehealth claims June 1, 2022.

Some examples of telehealth claims mistakenly received that we'll deny:

- Urinalysis
- Vaccinations
- Eye exams or X-rays

Please continue to visit bcbstupdates.com for the latest information. We'll also notify you about coding and coverage changes in future issues of the BlueAlert.

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Precertification Updates

To help ensure that we are administering benefits properly, we, (CIGNA) routinely review our precertification policies for potential updates. As a result of a recent review, we want to make you aware that we have updated our precertification list.

Codes added to the precertification list in July 2022

On July 1, 2022, we added 13 new Current Procedural Terminology (CPT) codes, four new Proprietary Laboratory Analyses (PLA) CPT codes, and 19 new Healthcare Common Procedure Coding System (HCPCS) codes.

Codes being added to the precertification list in August 2022

On August 26, 2022, *we will add three existing CPT codes.

Codes removed from the precertification list in July 2022

On July 29, 2022, we removed 104 existing CPT codes from the precertification list that no longer require precertification.

To view the complete list of services that require precertification of coverage, click [here](#). Or, log in to the Cigna for Health Care Professionals website (CignaforHCP.com) > Resources > Clinical Reimbursement Policies and Payment Policies > Precertification Policies. If you are not registered for the website, go to CignaHCP.com and click Register.



PREVENTIVE CARE SERVICES POLICY UPDATES

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On May 1, 2022, updates became effective for Cigna's Preventive Care Services Administrative Policy (A004).

Summary: Preventive care updates and revisions effective on May 1, 2022

DESCRIPTION	UPDATE	CODES
Colorectal cancer screening	Added 13 Current Procedural Terminology (CPT®) codes and three Healthcare Common Procedure Coding System (HCPCS) codes for a screening colonoscopy following positive results on stool-based screening and abnormal findings identified by flexible sigmoidoscopy or computed tomography (CT) colonography	CPT codes 45378, 45380, 45381, 45384, 45385, 45388, and 45390, and HCPCS codes 88305, 99152, 99153, 99156, 99157, and G0500, with a designated wellness code CPT code 00812 and HCPCS codes G0105 and G0121, with any diagnosis
Nutrition/physical counseling interventions (healthy weight and weight gain in pregnancy)	Added three CPT codes and one HCPCS code for services for pregnant adolescents and adults	CPT codes 97802, 97803, 97804, and S9470, with a maternity diagnosis
Routine immunizations	Added dengue vaccine CPT code	CPT code 90587, with any diagnosis

For additional guidance on preventive care services, refer to the Preventive Care Services Administrative Policy (A004) on the Cigna for Health Care Professionals website ([CignaforHCP.com](https://www.cignaforhcp.com)) > Review coverage policies > Medical and Administrative A-Z Index > [Preventive Care Services - \(A004\)](#).

2022 CIGNA MEDICARE ADVANTAGE PLAN HIGHLIGHTS

More patients, more benefits in the year ahead

As of January 2022, your patients with Cigna Medicare Advantage plan coverage have more comprehensive health benefits. In addition, Cigna Medicare Advantage network-participating providers have more flexibility to see additional patients with preferred provider organization (PPO) coverage because we have expanded into numerous regions across the United States.

Benefit	Description
\$0 copayment	100 percent of patients have a \$0 copayment for an annual physical exam with their primary care provider (PCP).
Cigna Insulin Savings Program	<ul style="list-style-type: none">Lower prescription costs for non-Low Income Subsidy (LIS) patients who have a predictable and stable glycemic response.Copayments capped at \$35 per month.
Part D Low Income Subsidy (LIS)	Cost sharing eliminated for all covered plans, with a \$0 copayment for deductible – initial and gap coverage.
Expanded telehealth	<ul style="list-style-type: none">Available for in-network and out-of-office visits, as well as behavioral, physical therapy, and speech therapy.Virtual or by phone.\$0 copayment.*
Medication affordability and adherence	Cigna Visa Card* provides patients with a Part C cash rebate for prescription medicine copayments.
Healthy nutrition	Healthy Foods Card* provides eligible patients with a monthly allowance for the purchase of healthy foods from participating retailers.
In-home, social isolation, and depression support	<p>Papa program pairs older adults with companions to assist with:</p> <ul style="list-style-type: none">Everyday tasks, virtually or in their homes, and offers social activities.Transportation to and from doctors' appointments, medication pickup, etc.Light housekeeping.



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