

From: Independence <provcomm.ibx@comm.ibx.com>

Subject: Independence Announcement – Telemedicine reimbursement change



from Provider Communications

PROVIDER BULLETIN
#10-2022

TO: Participating providers
FROM: Daniel Brown
Director, Provider Reimbursement
DATE: June 1, 2022
SUBJECT: Telemedicine reimbursement change

Independence Blue Cross (Independence) has updated its reimbursement rate for telemedicine services effective for dates of service on or after June 1, 2022.

When the physical health services listed in [Claim Payment Policy #00.10.41j: Telemedicine Services](#) are performed through telemedicine by an Independence participating professional provider, reimbursement for the physical health service will be at 85 percent of the provider allowance, subject to the specific terms and conditions of the participation agreement.

The reimbursement change does not apply to telemedicine for Medicare Advantage members or behavioral health services.

We view telemedicine as a complement to, not a replacement for, in-office services. It is not designed for all care. We hope that you will continue to work with your patients on treatment plans, using telemedicine when it is appropriate. We strive to develop policies that get patients the right care at the right time and place.

To learn more about the policy, including the eligible services, communication modes, capitation, and billing codes, please read [Claim Payment Policy #00.10.41j: Telemedicine Services](#).

If you have additional questions about this bulletin, please contact us at ibxtelemedicine@ibx.com.

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