

Southwest Q2 2023 Updates

Aetna:

- There are no changes to the telemedicine policy with the May 11, 2023 end of the Public Health Emergency. An updated telemedicine policy will be shared in Q4 2023. Providers will receive 90-days' notice before it goes into effect.

Arizona Medicaid:

- Effective July 1, 2023, the FQ modifier is no longer allowed on the Evaluation and Management codes.
- Updated allowable telehealth list

Cigna:

- Preventive Care Services for CPT 99381-99387 and CPT 99391-99397
- Added Remote Patient Monitoring Coverage Policy 0563
- Removed G2010 and S9100
- Updated UB-04 billing information

Anthem of Colorado:

- Changed telephone codes to conditionally allowed based on fee schedule

BCBS of New Mexico:

- In response to the COVID-19 pandemic, BCBS NM expanded access to certain covered services through telemedicine, or other remote methods, to ensure members were able to maintain access to care. BCBSNM has elected to not make any changes to its coverage of telemedicine services for its insured members when the COVID-19 Public Health Emergency ends on May 11, 2023.

Medica:

- Medica's emergency telehealth policy was set to end when the federal PHE ended (May 11th, 2023). However, Medica has not updated its standard telehealth policy yet, and therefore, upon inquiry, a Medica representative stated that the emergency policy will be in effective until further notice.

Medicare:

- Removed COVID-19 service flexibilities
- Updated reimbursement section
- Updated allowable telehealth list

Nevada Medicaid:

- Removed COVID-19 expanded services

New Mexico Medicaid:

- Removed COVID-19 expanded services
- Removed new patient flexibility

United Healthcare:

- Updated audio only information
- Added audio only codes

All Payors/Guides:

- Removed cost share waiver information
 - All cost share waivers have been expired
- Removed HIPAA Compliant Platform from individual payor sections
- Updated HIPAA Compliant Platform Information in general section
- Removed Hospital Outpatient section as that was specific to COVID-19 flexibilities