



## FREQUENTLY ASKED QUESTIONS

### Virtual Care

#### **What is telehealth?**

Telehealth is the interaction of patient and clinician via electronic communications to improve a patient's clinical health status.

#### **Which providers are eligible to render telehealth services?**

Credentialed, network providers that meet the outlined requirements and complete the telehealth onboarding process are eligible to bill BlueCross BlueShield of South Carolina for telehealth services.

Approved clinicians include:

- Physicians
- Nurse practitioners
- Physician assistants
- Clinical nurse specialists
- Clinical psychologists
- Clinical social workers
- Licensed professional counselor/marriage and family therapists

#### **What is telemedicine?**

Telemedicine is the use of medical information about a patient that is exchanged from one eligible referring provider site to another eligible consulting provider site via two-way, real-time, interactive, secured and HIPAA-compliant electronic audio and video telecommunications systems.

Telemedicine includes consultation, diagnostic and treatment services. It is not an expansion of covered services, but an option for delivery of certain covered services. Telemedicine, in some cases, provides increased access to specialists, better continuity of care and elimination of the hardship of traveling extended distances.

#### **Which providers are eligible to render telemedicine services?**

Providers who meet the BlueCross BlueShield of South Carolina contracting requirements and are approved through Virtual Care to provide telemedicine services are eligible to submit claims for telemedicine and telepsychiatry when the service is within the scope of their practice.

## **Do all BlueCross BlueShield of South Carolina and BlueChoice HealthPlan plans cover telehealth and telemedicine?**

Coverage for these services is solely dependent upon the member's benefit plan. Please be sure to verify eligibility and benefits prior to rendering services.

## **How do I become approved to provider telehealth or telemedicine services?**

Providers that are interested in providing these services will need to do the following complete the Virtual Care application in My Provider Enrollment Portal.

Note the following:

- Only one application is required. However, be sure to include the Tax IDs, all NPIs, and all locations that need to be enrolled. A spreadsheet can be attached to the application if there are multiple locations that need to be enrolled.
- Providers outside of South Carolina are not required to complete the Virtual Care Services Application but should follow their Local plan's guidance on telehealth and telemedicine.

## **Are there any specific guidelines that must be followed?**

Yes, both telehealth and telemedicine services have guidelines that must be followed, and they are outlined in the below medical policies.

- CAM 032 – Telemedicine
- CAM 176 – Telehealth

Please be sure to visit the medical policies pages located on [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) to read through each policy.



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