

Telemedicine Updates

Reminder: We cover telemedicine services for Blue Cross VT members, but there are new Office-based Evaluation and Management Services (E/M) codes that must be billed for these services. Review the changes to ensure you're using the proper codes.

Change: As of June 1, 2025, codes 99202-99205 or 99211-99215, as well as modifiers other than -95 or -GQ, are no longer permitted for telemedicine billing. When billing for these services, refer to Attachment 1 of our [Telemedicine Payment Policy \(CPP_03\)](#) for the appropriate codes, or they will be denied as a provider liability. Members cannot be billed for services rendered by telemedicine that are not included in Attachment 1.

[Learn More](#)

Provider Medical and Payment Policy Updates

Check out the payment and medical policy updates that go into effect June 1, 2025.

[Medical Policy Changes](#)

[Payment Policy Changes](#)

Second Quarter CAA Directory Validation

- Second quarter Consolidated Appropriations Act (CAA) directory validations will be released the first week of April 2025.
- Validations **MUST** be completed by the end of April to ensure you will not be removed from our provider directory and risk possible contract termination.
- Be on the lookout for an email from noreply@onbaseonline.com.
 - If you receive more than one email, please respond to all emails received. Some providers have multiple providers files and multiple verification needs to occur.
- If your practice was removed from the network due to non-response during the first quarter validation, this is your opportunity to be added back into the network directory.

Details and instructions for the CAA directory validation are located on our [Enrollment and Credentialing](#) webpage, under the "CAA Directory Validation" section. If you have questions, please call (888) 449-0443, option 2, or email CAA@bcbsvt.com.

Risk Coding Project: Medical Record Requests

Reminder: Keep an eye out for medical record requests you may receive from our vendor partner Reveleer. If you have not submitted the records that were requested,

please do so at your earliest convenience.

Pharmacy Updates

Downtiered Drugs

Drugs are evaluated regularly to be downtiered on the formulary, which may lower costs and increase options for your patients. The following drugs were downtiered in March 2025:

- **Ebglyss (lebrikizumab-lbkz)**
 - For moderate to severe atopic dermatitis (eczema)
 - **BCBSVT and NPF Formulary:** Tier 2 Preferred Brand (Specialty) with prior authorization
- **Opzelura (ruxolitinib)**
 - For moderate to severe atopic dermatitis (eczema) and nonsegmental vitiligo
 - **BCBSVT and NPF Formulary:** Tier 2 Preferred Brand with Step Therapy
- **Zoryve (roflumilast) cream**
 - For mild to moderate atopic dermatitis (eczema)
 - **BCBSVT and NPF Formulary:** Tier 2 for 0.15% cream and Tier 3 for 0.3% cream Preferred Brand with Step Therapy
- **Contour Plus Blood Glucose Test Strips**
 - For diabetes or pre-diabetes
 - **BCBSVT and NPF Formulary:** Tier 2 Preferred Brand with Quantity Limit

New Medication Alert

Journavx™ ([suzetrigine](#)) is a new non-opioid drug with a novel mechanism for treating moderate to severe acute pain in adults. It was approved by the FDA on January 30, 2025, and is a Tier 3 Non-Preferred Brand with a quantity limit on our formularies.

Questions? Reach out to our Clinical Pharmacist, Amy Stoll, PharmD at stolla@bcbsvt.com or 802-371-3657 to discuss drug coverage or clinical questions.

REMINDER: Unlisted Codes – CPT® Procedure or Service Codes and Level II HCPCS Codes

CPT Category I and Category III codes cover most procedures and services performed and should be used for accurate reporting. There are instances when a specific code may not exist, and an unlisted procedure or service code may be reported. In these instances, the claim must be submitted on paper with the office and/or operative notes, and include a written description of the service that was supplied and being billed as an unlisted service.

[Learn More](#)

Risk Adjustment Resources

Looking for information on our Risk Adjustment program? Check out our website where you'll find a page dedicated to what we do, why we do it, and some helpful resources. Learn more at bluecrossvt.org/providers/qualified-health-plan-risk-adjustment-program.

Submitting Coding Denial Questions

If you have questions regarding a coding denial of a claim, review our new process for submitting questions. For more information about what qualifies as a coding denial, view our [claims editing payment policy](#). Note: this new process does not apply to coding validation denials.

[Review Process](#)

Community Fee Schedule Updates

We have completed the review of our community fee schedule for drugs administered or supplied in a provider's office (MD Rx HCPCS), Home Infusion Therapy National Drug Codes (NDC), and Home Infusion Therapy Administrative Services. Updates go into effect on June 1, 2025. For a copy of the updated community fee schedule, contact our provider relations team at providerrelations@bcbsvt.com or (888) 449-0443, option 1. Please include your billing NPI number(s).

Suspension of Interest Payments on Late Paid Claims

Effective March 18, 2025, and until further notice, Blue Cross VT will not pay interest for claims paid more than 30 days from date of receipt. This will apply to all claims paid on or after March 18, 2025. This exemption has been granted by the Department of Financial Regulation pursuant to 18 V.S.A. § 9418(f).

Ensure Your Practice Email Address Is Up to Date

We send important communications via email, so having your current email address on file is critical. If you've recently changed your email or want to verify the one we have on file, please contact providerfiles@bcbsvt.com. Make sure your email includes your billing NPI number and who you would like us to contact with any questions. Additional documentation may be required to update an email address.

In Focus: Primary Care

Our value-based programs incentivize providers, enhance the quality of care for our members, and help inform health system improvements across Vermont.

[Learn More](#)

Preventive Care Guide Updates

The preventive care guide, effective June 1, 2025, includes updates for added, removed and corrected codes. Be sure to review our notice for more details.

[View Changes](#)

Blue Cross and Blue Shield of Vermont, 445 Industrial Lane, Berlin, Vermont 05602, USA

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