

Mental Health and Substance Use Disorder Provider Orientation

Welcome to Blue Cross Blue Shield of Vermont

We are excited to have you join our network and feel fortunate to have you as a partner in our members' care.

Visit our provider website at bcbsvt.com/our-story/our-mission to learn more about:

- Our Vision
- Our Mission Statement
- Who We Are

Claim Submission Guidelines

Claims Submission Instructions

Go to www.bcbsvt.com/provider/provider-handbook-and-reference-guides and click on the appropriate link:

- Professional Billing – see CMS 1500 Paper Claim Billing Instructions
- Facility Billing – see UB-04 Billing Instructions
- Corrected Claim Submission

Electronic Claim Submission Guidelines

- www.bcbsvt.com/provider/electronic-data-interchange

Paper Claims – use one of the options below:

- Fax* to “Attention Claims Department” at (866) 334-4232
- Email (must be sent through a secure [encrypted] method) to claims@bcbsvt.com

**If you have an older fax machine and your fax fails, please resend the entire fax from the beginning. Older fax machines tend to resend from the page where the fax started to fail, resulting in an incomplete file being sent.*

CPT Coding Requirement Resources

Your claims must be submitted with accurate coding. You may find the following resources helpful:

- American Psychological Association ([apaservices.org](https://www.apaservices.org)):
[CPT and Diagnostic Codes](#)
- National Association of Social Workers ([socialworkers.org](https://www.socialworkers.org)):
[Clinical Social Work Practice Tools: Billing](#)
- American Psychiatric Association ([psychiatry.org](https://www.psychiatry.org)):
[Coding, Reimbursement, Medicare and Medicaid](#)
- ICD-10 Coding:
[Optum360coding.com](https://www.optum360coding.com)

Payment Options

Electronic Funds Transfer

- For timely payment, we strongly advise you to sign up for electronic funds transfer through CAQH/Enrollhub at solutions.caqh.org/bpas.
- Electronic deposits are made every Friday, regardless of holidays.

Paper Checks

- Paper checks are issued every Friday, regardless of holidays, and mailed from a facility in the Midwest.
- Paper checks may be subject to U.S. Postal Service delays.

Blue Cross Blue Shield of Vermont Provider Resource Center

The Provider Resource Center is our secure website for providers. Registration is required.

Benefits of using the Provider Resource Center include access to:

- Eligibility and Benefit Search
- Claim Status Inquiry
- Prior Approvals/Pre-Notification/Authorizations
- Provider Payment Vouchers

To register, go to www.bcbsvt.com/login/provider-resource-center

Blue Cross Blue Shield of Vermont Provider Website

Visit www.bcbsvt.com/provider-home for helpful information and tools. No registration required.

- Electronic Payment/EFT Information (www.bcbsvt.com/provider/electronic-payment-eft). Benefits include:
 - Reduced administrative costs
 - Improved cash flow – funds are available to you sooner
 - More secure transactions (compared to paper checks)
- Provider Manual and Reference Guides
- Medical Policies
- Provider Demographic and Enrollment Changes
- Contact Us (list of telephone numbers for interacting with BCBSVT)

Frequently Asked Questions

What do I need to know about billing for telemedicine services?

Here is a summary of our telemedicine policy:

- Provider must be directly contracted with the BCBS plan operating in the state in which they are physically located while providing services.
- Provider needs to be licensed directly with the state in which the patient is physically located when receiving services.
- Add 95 modifier for CPT codes
- Add GT modifier for HCPCS codes
- Use place of service 02 (used exclusively for telemedicine)
- Use of HIPAA-compliant software is required.
- Services must be covered under the member's health plan benefits.
- Services must be delivered through synchronized audio and visual sources.
- Provider must obtain patient consent before providing telemedicine services.

The full policy is available on our [Provider Resource Center](#) under BCBSVT Policies/Payment Policies.

Frequently Asked Questions (Continued)

Can I move out of BCBSVT's service area (Vermont and its contiguous counties) and continue to be a participating provider with BCBSVT?

No. Once a provider moves out of our service area (even if they are providing telemedicine services only), our ability to contract with that provider becomes limited due to our license with the Blue Cross Blue Shield Association. We can only contract with providers in Vermont or its contiguous counties.

Frequently Asked Questions (Continued)

Can I submit separate claims for codes 90846 and 90837 when the services are performed on the same day? For example, I may see the family for counseling without the patient present in the morning (90846), then have a session with the patient alone (90837) in the afternoon.

Yes. Your notes need to support each service. The 59 modifier should be added to the 90837.

Frequently Asked Questions (Continued)

For Medicare primary members, do I have to submit claims to Medicare?

It depends on your status with Medicare. If you have opted out of Medicare, you may submit claims directly to BCBSVT along with your approved opt-out letter from Medicare. Neither the provider nor the patient can submit a claim to Medicare when the provider has opted out.

If, as a provider, you are statutorily excluded from Medicare, you can bypass Medicare and submit claims directly to BCBSVT for some Medicare add-on plans. If the member has BCBSVT secondary, the GY modifier can be added to CPT codes to allow our system to process the claim without first having to process through Medicare.

However, if the member has a Medicare supplemental plan, they will not have benefits available in the absence of Medicare coverage. The supplemental plan picks up balances owed by the member only when the services are covered by Medicare. Claims for these members must first process through Medicare, and the GY modifier is not applicable.

Be sure to always check the member's eligibility to ensure they have coverage for the services you provide.

Questions?

Contact Your Provider Relations Consultant

Cindy Foster

802-371-3300

FosterC@bcbsvt.com

Contact Cindy if your practice is in one of these counties:

- **Vermont:** Bennington, Orange, Rutland, Washington, Windham or Windsor
- **New York:** Rensselaer or Washington
- **New Hampshire:** Cheshire, Grafton, or Sullivan
- **Massachusetts:** Berkshire or Franklin

Nichole Hallock

802-371-3318

HallockN@bcbsvt.com

Contact Nichole if your practice is in one of these counties:

- **Vermont:** Addison, Caledonia, Chittenden, Essex, Franklin, Grand Isle, Lamoille or Orleans
- **New York:** Clinton or Essex
- **New Hampshire:** Coos

Thank You!

Thank you for the services you provide to
Blue Cross Blue Shield of Vermont members.
We're pleased to have you in our network of providers.