

September 2025

Supervised Billing Reminder

Supervised billing is generally not allowed. Providers who render care to our members must be licensed, credentialed, and enrolled with Blue Cross and Blue Shield of Vermont. Submitted claims must report the provider who rendered the care to the member, using their individual National Provider Identifier.

Exceptions to this are: Physical Therapy Assistants, Occupational Therapy Assistants, and Mental Health/Substance Use Disorder (MHSUD) Trainees. Details on the requirements for Therapy Assistants and MHSUD Trainees are in [our Provider Handbook](#).

Medical and Payment Policy Updates

Review the payment and medical policy updates that go into effect November 1, 2025.

[Medical Policy Updates](#)

[Payment Policy Updates](#)

Pharmacy Updates

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

- [Current Drug Policies](#)
- [List of Covered Medications](#)

Quality Policy Update

The Accessibility of Services and Provider Administrative Service Standards policy has been updated. It includes best practice revisions to After-Hours Care Standards for PCP and Specialty Offices and a new Practitioner Access Enhancement section. Please review the changes to ensure alignment with the updated standards.

[View Policy Updates](#)

Telemedicine for College Students or Members Residing Outside of Vermont

If you have a current patient moving from Vermont, and you plan to continue care using telemedicine, you must possess appropriate licensure in all states where the patient receives the care. Full details related to the requirements of Telemedicine and billing for these services are available in our [Telemedicine \(CPP_03\) Payment Policy](#).

Reminder: Use of Third-Party Billers/Vendors

Third-party billers (or vendors) are defined as those entities/persons who are:

- Not physically located at a provider or group office
- Not direct employees of the provider or group
- Those submitting claims or following up on accounts on behalf of the provider or group and have a business associate relationship with the provider or group. Please note that the provider or group should be prepared to provide proof of a business associate relationship with the biller/vendor upon request.

For information to be released, the provider or group must authorize third-party billers (or vendors) with us.

Additional details, including the steps needed for granting access are located in our [Provider Handbook, in Section 6.1 General Claim Information](#).

Provider Handbook Updates

The provider handbook has been updated in various sections, including Section 4 on Integrated Health Services, Section 6.7 for Claim Specific Guidelines, and Section 6 on Member Liabilities, among others.

[Handbook Updates](#)

Surcharges and Convenience Fee

Providers must have [a fee-free way to collect member liabilities](#), regardless of whether a member is using a check, credit card, or debit card. Additionally, providers may not impose credit card surcharges or other fees on members using either a personal debit card or an HSA/HRA issued debit card. A member should never be responsible for any additional fees beyond their reported liability.

Operational Reminders for Working with Us

To work more effectively and efficiently together, we have outlined different operational reminders about claims, appeals, and inquiries. Check out our document for detailed information.

[Operational Reminders](#)

Adaptive Maintenance Reminder

We will be emailing a special newsletter in a few weeks that will provide the details of our implementation of the new and revised codes for October 1, 2025.

Be on the lookout!

[Access Previous Newsletters](#)

Did you miss any of our recent newsletters? Now, in addition to emailing our monthly newsletters and notices, we will post copies to our [Provider News & Updates](#) webpage under the Monthly Newsletters and Correspondence accordion. Here you will find the last six months of email correspondence.

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

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