

Dear Provider:

In response to the novel coronavirus disease and COVID-19 in Florida, Lucet has been working with Florida Blue to enable virtual visits for our network of behavioral health providers. Our hope is to reduce the spread of the coronavirus by offering your Florida Blue patients a safe and convenient way to seek medical help for conditions other than COVID-19. Virtual care also encourages social distancing where patients can receive the same quality of care virtually as they would receive in an office setting.

Effective March 16, behavioral health providers that normally deliver care in an outpatient office setting can bill for virtual visits if they have telemedicine capabilities and want to consult with their Florida Blue patients virtually. Virtual visits will be in effect for the next 90 days and reimbursement will be based on your current fee schedule. We'll work with Florida Blue to assess any potential extension to this timeframe and update you as needed.

Virtual visits by a network outpatient behavioral health provider are available to all Florida Blue members. The member will be responsible for their normal office visit cost share, per their health benefits, for this virtual visit.

All available outpatient office-based fee schedule codes are appropriate for use by the behavioral health provider that is providing a virtual visit. When billing for a virtual visit, use Place of Service Code "02" and one of the following two modifiers:

Modifiers	
95	Synchronous Telehealth Service Rendered via a Real time Audio and Video Telecommunications System
GT	Via interactive audio and video telecommunications systems

Please know you are required to notify us of any change to your practice that impacts your ability to deliver timely care. If your practice is impacted by illness or a case load change, you must notify Lucet in writing within 72 hours so we can update our records and, as appropriate, provide support to your patients that may need coordination of care with another provider. Please use the Lucet email address FLnetdev@lucethealth.com to notify us of any impacts to your practice.

If you have further questions, please call our provider services at 866-730-5006 or contact your provider services representative via email at FLnetdev@lucethealth.com.

We appreciate your continued commitment in serving our Florida Blue members and keeping them as healthy as possible. As we all adjust our lives during this public health crisis, please know our team is prepared to continue serving you.

Respectfully,

Cindy Aiello
AVP Network Operations
Lucet