

NOTICE OF MATERIAL CHANGE TO CONTRACT



August 1, 2021

RE: Reimbursement policy update: Virtual Visits – Professional and Facility

Dear Provider:

Beginning with dates of service on or after **November 1, 2021**, Anthem Blue Cross and Blue Shield and our subsidiary company, HMO Colorado's (Anthem) current **Telehealth policy will be renamed Virtual Visits**. Anthem allows reimbursement for professional and facility Virtual Visits when interactive services occur between the member and the provider, when they are not in the same location, unless provider, state, or federal contracts and or mandates indicate otherwise. Reimbursement is allowed for professional and facility Virtual Visits rendered at the distant site via live audiovisual services and for Remote Patient Monitoring. In addition, facility Virtual Visits will be allowed for the originating site fee. The Related Coding section details the modifiers allowed for reimbursement.

For more information, view this policy online. Go to anthem.com, select **Providers**. Under the *Provider Resources* heading, select **Policies, Guidelines, and Manuals**. Select **Colorado** as your state. Under the *Reimbursement Policies* heading, select [Access Policies](#). Then search for the Policy you would like to view.

Sincerely,

Janet Pogar
RVP, Provider Solutions
Anthem Blue Cross and Blue Shield