

Updated: April 15, 2020

## Claims and Operations

### Blue Shield of California and Blue Shield of California Promise Health Plan Providers

At Blue Shield of California and Blue Shield of California Promise Health Plan, we continue to do all we can during the COVID-19 public health emergency to support the health, safety and well-being of our members. We also want to keep you informed as you courageously provide care on the front lines.

Please check this section frequently to stay informed. We will update the content as new information becomes available by replacing this document and changing the date.

#### Prior authorizations

**To help reduce administrative burden for providers during the COVID-19 public health emergency, we have streamlined prior authorization requirements and concurrent reviews.**

- New and existing prior authorizations for elective procedures have been extended from the usual 120 days to 180 days to support provider operations.
- We have streamlined initial clinical concurrent reviews to reduce provider documentation requirements. We will call providers for additional information as infrequently as possible.
- Following confirmation of a suspect or positive COVID-19 admission, the following 7 days are immediately approved at the current level of care to minimize review requests for facilities.
- We are approving up to an additional 3 days at the current level of care to accommodate the wait for COVID-19 test results.
- We have waived prior authorizations for patient transfers of post-acute patients when a member is moved to a different site of care, including skilled nursing facilities and extended acute rehabilitation facilities. Admitting facilities are required to notify Blue Shield within 24 hours of the admission.

## Claims

We strongly urge you to consider sending electronic claims—now more than ever—as another way to reduce exposure between those who send the claims and vendors and team members who handle the claims received.

In addition to the ongoing benefits of submitting claims electronically, moving to non-manual solutions may be one way you and your practice can pitch in to reduce exposure through the type of unnecessary contact that postal mail may generate.

We would sincerely appreciate your consideration of using the tools available to you to contribute to our efforts to keep our team members and business associates as safe as possible.

### **What are my options for submitting electronic claims?**

Visit our Provider Connection website to [enroll](#) in electronic data interchange with Blue Shield for submitting electronic claims.

### **Has Blue Shield received any claims related to COVID-19?**

Due to federal privacy laws, we will not comment on whether any of our plan members have the virus or are receiving treatment.

### **Do you anticipate any delay in processing claims due to COVID-19?**

No, Blue Shield does not anticipate delays in claims processing.

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