



An Anthem Company

NEW YORK Provider Communications

Virtual Visits - Professional and Facility

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Beginning with dates of service on or after November 1, 2021, Empire BlueCross BlueShield's current Telehealth policy will be renamed Virtual Visits. Empire 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 audio-visual 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 about this policy, visit the [Reimbursement Policy](#) page at empireblue.com/provider.

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