



# MEDICUS

Medical Billing & Consulting

## Telehealth Guidelines update 09/16/2021

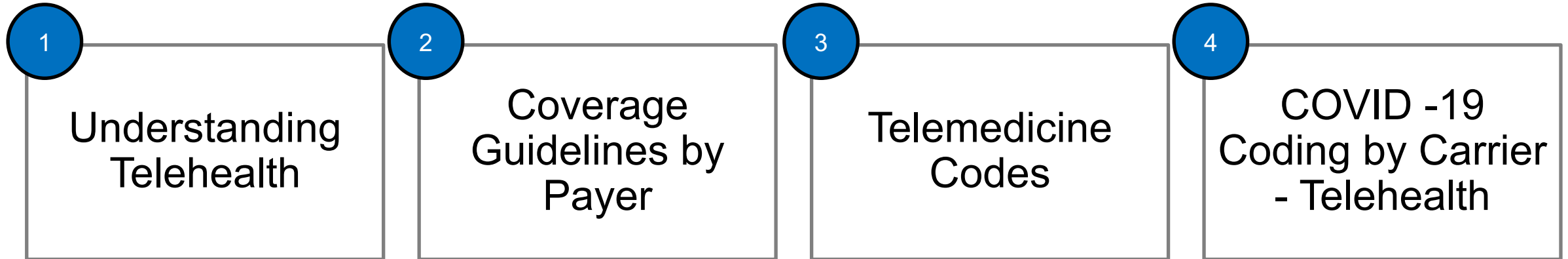
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# Medicus Presents the **Telehealth Guidelines Compendium**

- Through our extensive experience in Telehealth implementation and managing the revenue cycle for telehealth, Medicus Billing and Consulting brings you this comprehensive Telehealth Guidelines compendium. Included in this compendium are:



# Understanding Telehealth taken from Medicare publication

	What is the service?	HCPCS/CPT Code	Patient Relationship with Provider
<b>Telehealth Visits</b>	A visit with a provider that uses telecommunication systems between a provider and a patient	<ul style="list-style-type: none"> <li>• Common telehealth services include:</li> <li>• 99202-99215 (office or other outpatient visits)</li> <li>• G0425-G0427 (Telehealth consultations, emergency department or initial inpatient)</li> <li>• G0406-G0408 (Follow-up inpatient telehealth consultations furnished to beneficiaries in hospitals or SNFs)</li> <li>• For a complete list: <a href="https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes">https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes</a></li> </ul>	<p>For new* or established patients.</p> <p>To the extent the 1135 waiver requires an established relationship existed for claims submitted during this public health emergency.</p>
<b>Virtual Check-In</b>	A brief (5-10 minutes) check in with your practitioner via telephone or other telecommunications device to decide whether an office visit or other service is needed. A remote evaluation of recorded video and/or images submitted by an established patient.	<ul style="list-style-type: none"> <li>• HCPCS code G2012</li> <li>• HCPCS code G2010</li> </ul>	For established patients.
<b>E-Visits</b>	A communication between a patient and their provider through an online patient portal.	<ul style="list-style-type: none"> <li>• 99421</li> <li>• 99422</li> <li>• 99423</li> <li>• G2061</li> <li>• G2062</li> <li>• G2063</li> </ul>	For established patients.

**Telehealth shall include telemedicine, telehealth, virtual care, and eVisit services deemed covered services by the Plan or its affiliates. The following codes are not eligible for reimbursement under the telehealth policy as they do not include both audio and video communication:**

**98966 98967 98968 99441 99442 99443 99446 99447 99448 99449. CPT is a registered trademark of the AMA**

# COVID -19 Coding by Carrier - Telehealth



**Policies from payers are not clear, we did our very best to verify the information that has been published. Please verify data that has been provided with your payor notifications. We have added resources for verification. The policies here are temporary due to the COVID 19 emergency.**

# Aetna Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
<b>Aetna</b>	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	<p>Updated 09/2021  <a href="https://www.aetna.com/health-care-professionals/covid-faq/telemedicine">https://www.aetna.com/health-care-professionals/covid-faq/telemedicine</a></p> <p>Aetna reimburses all providers for telemedicine at the same rate as in-person visits including behavioural services, with the exception of some telephone-only services in commercial plans. Telephone only services 99441 – 99443 are now set to equal 99212 – 99214 (e.g. 99441 is set to equate to 99212). This change will remain in effect until further notice.</p> <p>99211-99215 approved until further notice per Healthcare Crisis; it not always approved.</p>			"Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit."	<a href="https://www.aetna.com/health-care-professionals/provide-r-education-manuals/covid-faq.html">https://www.aetna.com/health-care-professionals/provide-r-education-manuals/covid-faq.html</a>
	<b>Telemedicine Deadline</b>	<b>Telemedicine approved for commercial plan 12/31/2020</b>				-
	04/02/2020	99202-99215 (Audio/ Video Req)	95 or GT		02 Office or other outpatient visits	-
	03/29/2020	G2012 (Telephone Allowed)	Blank		11 Telephonic Encounter (Virtual Checks in)	-
	04/01/2020	99441-99443 (Telephone Allowed) This service will need COVID Related DX for this carrier	Blank		11 Telephonic Encounter (Virtual Checks in)	-
	co-pays	Collect Copay per policy				
	CS Modifier	No policy given				

# Ambetter Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
Ambetter	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	<p>08/2021 No change in Policy</p> <p>99211-99215 approved until further notice per Healthcare Crisis; not always approved. Collect Co-pays for telemedicine. Any services that can be delivered virtually will be eligible for telehealth coverage</p> <p>Link <a href="https://www.ambetterhealth.com/provider-resources/coronavirus-guidelines.html">https://www.ambetterhealth.com/provider-resources/coronavirus-guidelines.html</a></p>	No modifier required		Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	MLN Telehealth Services Booklet
	<b>Telemedicine Deadline</b>	<b>Telemedicine approved for commercial plan 09/30/2020</b>				-
04/02/2020	Co-pay Telemed	Collect copay per plan				-
04/02/2020	Ambetter	99202-99215 (Audio/ Video Req)	Blank	02	Office or other outpatient visits	<a href="#">Newsletter</a>
03/29/2020	Ambetter	G2012 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
04/01/2020	Ambetter	99441-99443 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
	CS Modifier	CS not mentioned for cost share waiver				

# Amerigroup Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
Amerigroup	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	<p>08/2021 No update found on policy</p> <p>Place of Service (POS) 02 and modifier GT must be appended to the E&amp;M code(s) listed above. CS modifier not mentioned by payer</p>			Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	<a href="https://providers.amerigroup.com/Public%20Documents/TXTX_CAID_PU_TaIkingPointsCOVID19.pdf">https://providers.amerigroup.com/Public%20Documents/TXTX_CAID_PU_TaIkingPointsCOVID19.pdf</a>
04/02/2020	Amerigroup	99202-99215 (Audio/ Video Req)	95 or GT	02	Office or other outpatient visits	<a href="#">Newsletter</a>
03/29/2020	Amerigroup	G2012 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	
04/01/2020	Amerigroup	99441-99443 Not Covered by carrier	Blank	11	Telephonic Encounter (Virtual Checks in)	
	Co-pays	Collect Copay per policy				
	CS Modifier	Not applicable				

# AmeriHealth Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
AmeriHealth	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	<p>07/2021 update <a href="https://provcomm.amerihealth.com/ah/news/Pages/20-2351-Telemed%20AHPA.aspx">https://provcomm.amerihealth.com/ah/news/Pages/20-2351-Telemed%20AHPA.aspx</a></p> <p>During this state of emergency, telephone only services may be utilized in situations where video technology is not available.</p> <p>Payer want GT or 95 modifier for telemedicine. See cost sharing link.</p> <p>Telemedicine set to end 90 days after the end of State of emergency</p>			Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	<a href="https://www.amerihealthcaritaspa.com/pdf/provider-communication-notifications/2020/coronavirus-telemedicine-care.pdf">https://www.amerihealthcaritaspa.com/pdf/provider-communication-notifications/2020/coronavirus-telemedicine-care.pdf</a>
04/02/2020	AmeriHealth	99202-99215 (Audio/ Video Req)	GT or 95	02	Office or other outpatient visits	<a href="http://Navinet.navimx.com">Navinet.navimx.com</a>
03/29/2020	AmeriHealth	G2012 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
04/01/2020	AmeriHealth	99441-99443 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
	Co-pays	Cost share reinstated collect from patient/ cost share waived for COVID care				



# Anthem Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
Anthem	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	08/2021 <a href="https://providernews.anthem.com/georgia/article/information-from-anthem-for-care-providers-about-covid-19-4">https://providernews.anthem.com/georgia/article/information-from-anthem-for-care-providers-about-covid-19-4</a>			Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	<a href="https://providernews.anthem.com/georgia/article/information-from-anthem-for-care-providers-about-covid-19-4">https://providernews.anthem.com/georgia/article/information-from-anthem-for-care-providers-about-covid-19-4</a>
04/02/2020	Anthem	99202-99215 (Audio/ Video Req)	95	02	Office or other outpatient visits	<a href="http://Navinet.navimedix.com">Navinet.navimedix.com</a>
03/29/2020	Anthem	G2012 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
04/01/2020	Anthem	99441-99443 (Telephone Allowed) Coverage varies by State	Blank	11	Telephonic Encounter (Virtual Checks in)	-
	Co-pays	Collect Copay per policy				
	CS Modifier	CS modifier approved for COVID to waive co-pays until 01/2022				

# BCBS States OK,SC,NC,GA,IN

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
<b>BCBS Most States</b>	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	Update 07/10/2020 See local BCBS site for updates 99211-99215 approved until further notice per Healthcare Crisis; . Common telehealth codes include: 99211-99215, G0425-G0427, G0406-G0408 Virtual Check-Ins: G2010,G2012 eVisits: 99431, 99422-99423, G2061-G2063" <b>05/01/2021 for South Carolina PROVIDER MUST ENROLL FOR TELEMEDICINE CONTRACT OR YOU WILL NOT BE PAID</b>			Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	-
	State policy for	OK, SC, NC, FL, GA, IN check other sate not listed				-
04/02/2020	BCBS	99202-99215 (Audio/ Video Req)	95 or GT	11	Office or other outpatient visits	<a href="#">AHIN</a>
03/29/2020	BCBS	G2012 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
04/01/2020	BCBS	99441-99443 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
04/02/2020	Co-pay Telemed	Collect Copay for non COVID care				
	CS Modifier	CS modifier used to waive cost share on COVID related visits				

# BCBS AR, TX, TN

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
BCBS Most States	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	<p>Update 07/10/2020 See local BCBS site for updates            99211-99215 approved until further notice per Healthcare Crisis; . Common telehealth codes include: 99211-99215, G0425-G0427, G0406-G0408            Virtual Check-Ins: G2010,G2012            eVisits: 99431, 99422-99423, G2061-G2063"  <b>05/01/2021 Tx update</b>            Payer will pay E/M most Modifier 95, GT, GQ and POS 02 As of May update 2021</p>			Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	-
	State policy for	AR, TX and TN look up policy per State if not listed				-
04/02/2020	BCBS	99202-99215 (Audio/ Video Req)	95 or GT	02	Office or other outpatient visits	<a href="#">AHIN</a>
03/29/2020	BCBS	G2012 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
04/01/2020	BCBS	99441-99443 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
04/02/2020	Co-pay Telemed	Collect Copay per policy				
	CS Modifier	No policy seen by payer				

# Cigna Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
CIGNA	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	08/2021 Update <a href="https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html">https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html</a>			Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	<a href="https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html">https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html</a> Updated 0402
04/02/2020	Cigna	99202-99215 (Audio/ Video Req)	95 , GT	11	Office or other outpatient visits	-
03/29/2020	Cigna	G2012 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
04/01/2020	Cigna	99441-99443 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
	CS Modifier	CS modifier accepted for COVID to eliminate cost share unit10/2021				
	Co-pay	Collect Copay per policy				

# Highmark Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
Highmark	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	<p>Updated 07/2021</p> <p><a href="https://content.highmarkprc.com/Files/ClaimsPaymentReimb/ReimbPolicies/rp-046.pdf">https://content.highmarkprc.com/Files/ClaimsPaymentReimb/ReimbPolicies/rp-046.pdf</a></p>			Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	
	<b>Telemedicine Deadline</b>	<b>Telemedicine approved through 06/30/2021</b>				-
04/02/2020	Highmark	99202-99215 (Audio/ Video Req)	95,GT	02	Office or other outpatient visits	<a href="http://Navinet.navimedix.com">Navinet.navimedix.com</a>
04/01/2020	Highmark	99441-99443 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
07/10/2020	Co-pay Telemed	Collect copay per plan				
	CS Modifier	No mention of CS modifier				

# Humana Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
Humana	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	Updated 08/2021 <a href="https://www.humana.com/provider/coronavirus/telemedicine">https://www.humana.com/provider/coronavirus/telemedicine</a>			Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	Humana Claims Payment Policy
04/02/2020	Humana	99202-99215 (Audio/ Video Req) Temp accepts Audio only as telemedicine	95	02	Office or other outpatient visits	
03/29/2020	Humana	G2012 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
04/01/2020	Humana	99441-99443 (Telephone Allowed) Temp Covered	Blank	11	Telephonic Encounter (Virtual Checks in)	-
	Co-pays	Waiving cost share for COVID testing Only				
	CS Modifier	CS modifier accepted for COVID to eliminate cost share				

# Independence Blue Cross Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
<b>Independence Blue Cross</b>	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	<p>Update 07/2021  <a href="https://provcomm.ibx.com/ibc/news/Pages/20-2351.aspx">https://provcomm.ibx.com/ibc/news/Pages/20-2351.aspx</a></p> <p><b>**During the state of emergency, telephone only services may be utilized in situations where video technology is not available:</b></p>			Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	
04/02/2020	Independence	99202-99215 (Audio/ Video Req)	95	02	Office or other outpatient visits	<a href="http://Navinet.navimedix.com">Navinet.navimedix.com</a>
03/29/2020	Independence	G2012 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
04/01/2020	Independence	99441-99443 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
	Co-pay	Waived for COVID Related service only				
	CS Modifier	No mention of CS modifier from payer				

# Keystone First/Keystone First CHC Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
Keystone First/ Keystone First CHC	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	<p>Updated 08/2021  <a href="https://www.keystonefirstpa.com/provider/covid-19.aspx">https://www.keystonefirstpa.com/provider/covid-19.aspx</a></p> <p><b>**During the state of emergency, telephone only services may be utilized in situations where video technology is not available:            Bill CPT G2012</b></p>			Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	
04/02/2020	Keystone	99202-99215 (Audio/ Video Req)	GT	02	Office or other outpatient visits	<a href="http://Navinet.navimedix.com">Navinet.navimedix.com</a>
03/29/2020	Keystone	G2012 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
04/01/2020	Keystone	99441-99443 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
	Co-pay	Collect copays as usual				
	CS Modifier	No mention of CS modifier from payer				



# Medicaid Arkansas Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
<b>Medicaid Arkansas</b>	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	<p>08/2021 No change in Policy</p> <p>99211-99215 approved until further notice per Healthcare Crisis; not always approved. Virtual Check-Ins: G2012</p>			Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	Arkansas Medicaid Website
04/02/2020	Medicaid AR	99202-99215 (Audio/ Video Req)	GT	02	Office or other outpatient visits	
03/29/2020	Medicaid AR	G2012 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
04/01/2020	Medicaid AR	99441-99443 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-

# Medicaid NJ Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
Medicaid NJ	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	<p>08/2021 No change in Policy found</p> <p>Audio, video, alternative technologies, commonly available on smartphones.</p>		02	Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	State of NJ Newsletter - Medicaid
04/02/2020	Medicaid NJ	99202-99215 (Audio/ Video Req)	Blank	02	Office or other outpatient visits	
04/01/2020	Medicaid NJ	99441-99443 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-

# Medicaid TX Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
Medicaid TX	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	<p>08/2021 No change in Policy found</p> <p>Effective for dates of service on or after January 1, 2017, modifier 95 must be appended to all Texas Medicaid and CSHCN Services Program procedure codes billed as a telemedicine or telehealth service.</p> <p>Payer did not publish rules but the Governor of Texas mandated emergency care via Telemedicine. Recommended modifier 95 and POS 02.</p>			Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	
04/02/2020	Medicaid TX	99202-99215 (Audio/ Video Req)	95	02	Office or other outpatient visits	
04/01/2020	Medicaid TX	99441-99443 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-

# Medicaid OK Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
<b>Medicaid OK (Health choice)</b>	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	08/2021 No change in Policy	No modifier Rq		Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	
04/02/2020	Medicaid OK	99202-99215 (Audio/ Video Req)	Blank	02	Office or other outpatient visits	<a href="http://Navinet.navimedix.com">Navinet.navimedix.com</a>
04/01/2020	Medicaid OK	99441-99443 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-

# Medicare Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
Medicare* <b>**Rules for Medicare Advantage Plans differ</b>	Physicians Nurse practitioners Physician assistants Nurse-midwives Clinical nurse specialists Certified registered nurse anaesthetists Clinical psychologists and social workers Registered dietitians and nutrition professionals	Update 08/2021 <a href="https://www.cms.gov/files/document/se20011.pdf">https://www.cms.gov/files/document/se20011.pdf</a>  99211-99215 approved until further notice per Healthcare Crisis; not always approved. POS on claim for telemedicine E/M is determined by the typical POS you deliver the Service. (11) office( 21) Inpatient.  CS modifier added to regular office visit with result is COVID19 testing add modifier CS so the patient has no co-pay.	95	11	Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	MLN Telehealth Services Booklet
	04/02/2020 CMS Medicare	99202-99215 (Audio/ Video Req)		95	11 Office or other outpatient visits	<a href="https://www.cms.gov/files/document/covid-final-ifc.pdf">https://www.cms.gov/files/document/covid-final-ifc.pdf</a>
04/03/2020 CMS Medicare	99202-99215 in office visit with that lead to testing so the co-pay is waived ( Not for Telemedicine)		CS	11 Office or other outpatient visits	-	
03/29/2020 CMS Medicare	G2012 Virtual Check In (Telephone Allowed) \$14.31		Blank	11 Telephonic Encounter (Virtual Checks in)	<a href="https://www.cms.gov/files/document/covid-final-ifc.pdf">https://www.cms.gov/files/document/covid-final-ifc.pdf</a>	
04/01/2020 CMS Medicare	Telephone only 99441 5-10 min \$46.00 99442 11-20 Minutes \$74.00- 99443 21min or more \$110.00 (Telephone Allowed) Document Time		Blank	11 Telephonic Encounter	<a href="https://www.cms.gov/files/document/covid-19-physicians-and-practitioners.pdf">https://www.cms.gov/files/document/covid-19-physicians-and-practitioners.pdf</a>	
	Co-pays	Co-pay waived for COVID related treatment and CS modifier				
	CS	CS modifier required for COVID related visits for cost share waiver				

# Coverage Guidelines – Medicare

	Latest Guidance	Coverage
Medicare* **Rules for Medicare Advantage Plans differ	<ul style="list-style-type: none"><li>CMS is authorizing the use of telephones that have audio and video capabilities for the furnishing of Medicare telehealth services.</li></ul> <p>Face-to-face video connection between the health professional and the patient in order for this to be a billable telehealth visit. Smart phones and computers with video capability (i.e. skype) are permissible telecommunication devices. A traditional voice-to-voice phone call, would NOT qualify as a billable Medicare visits. CMS is authorizing the use of telephones that have audio and video capabilities for the furnishing of Medicare telehealth services.</p>	<ul style="list-style-type: none"><li><b>EXPANSION OF TELEHEALTH WITH 1135 WAIVER:</b> Under this new waiver, Medicare can pay for office, hospital, and other visits furnished via telehealth across the country and including in patient's places of residence starting March 6, 2020</li></ul>

# Superior Healthcare Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
<b>Superior Healthcare</b>	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Clinical nurse specialists</li> <li>C.N.N.</li> </ul>	08/2021 No update on policy 99211-99215 through April 30, 2020. Telephone/audio only or medical physician delivered evaluation. Do not bill visit if patient was seen in person within 24 hours or with telephone call made within the last 7 days.				Superior Physician Newsletter.
04/02/2020	Superior	99202-99215 (Audio/ Video Req)	95	02	Office or other outpatient visits	<a href="https://www.cms.gov/files/document/covid-final-ifc.pdf">https://www.cms.gov/files/document/covid-final-ifc.pdf</a>
04/01/2020	Superior	99441-99443 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	<a href="https://www.cms.gov/files/document/covid-19-physicians-and-practitioners.pdf">https://www.cms.gov/files/document/covid-19-physicians-and-practitioners.pdf</a>

# Tricare VA Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
Tricare	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	<p>09/2021 <a href="https://www.tricare-west.com/content/hnfs/home/tw/prov/claims/billing_tips/telemedicine.html">https://www.tricare-west.com/content/hnfs/home/tw/prov/claims/billing_tips/telemedicine.html</a></p> <p>Have to have authorization from the VA!! For professional claims, use the place of service code (POS) that represents the location from which he/she rendered the telemedicine visit. For example, POS 11 if services are rendered from the provider's office. (See FAQs below for information on resubmitting non-facility claims previously submitted with POS 02.)</p>	No modifier required		Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	MLN Telehealth Services Booklet
04/02/2020		99202-99215 (Audio/ Video Req)	Blank	11	Office or other outpatient visits	<a href="https://www.cms.gov/files/document/covid-final-ifc.pdf">https://www.cms.gov/files/document/covid-final-ifc.pdf</a>
03/29/2020		G2012 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	<a href="https://www.cms.gov/files/document/covid-final-ifc.pdf">https://www.cms.gov/files/document/covid-final-ifc.pdf</a>
04/01/2020		99441-99443 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	<a href="https://www.cms.gov/files/document/covid-19-physicians-and-practitioners.pdf">https://www.cms.gov/files/document/covid-19-physicians-and-practitioners.pdf</a>
	Co-pays	Collect Copay per policy				
	CS modifier	No mention of CS modifier received from payer				



# UMR Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
UMR	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	<p>08/2021 No change in Policy found</p> <p>99211-99215 approved until further notice per Healthcare Crisis; not always approved. Common telehealth codes include: 99211-99215, G0425-G0427, G0406-G0408</p> <p>Virtual Check-Ins: G2010,G2012</p> <p>eVisits: 99431, 99422-99423, G2061-G2063</p>	No modifier required		Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	MLN Telehealth Services Booklet
04/02/2020		99202-99215 (Audio/ Video Req)	95	02	Office or other outpatient visits	<a href="https://www.cms.gov/files/document/covid-final-ifc.pdf">https://www.cms.gov/files/document/covid-final-ifc.pdf</a>
03/29/2020		G2012 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	<a href="https://www.cms.gov/files/document/covid-final-ifc.pdf">https://www.cms.gov/files/document/covid-final-ifc.pdf</a>
04/01/2020		99441-99443 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	<a href="https://www.cms.gov/files/document/covid-19-physicians-and-practitioners.pdf">https://www.cms.gov/files/document/covid-19-physicians-and-practitioners.pdf</a>
	Co-pays	Collect Copay per policy				
	CS modifier	No mention of CS modifier received from payer				

# United Healthcare Telehealth Guidelines

Payer	Distant-Site Providers	CPTs	Modifiers	POS	Documentation	Resource(s)
<b>United Healthcare</b>	<ul style="list-style-type: none"> <li>Physicians</li> <li>Nurse practitioners</li> <li>Physician assistants</li> <li>Nurse-midwives</li> <li>Clinical nurse specialists</li> <li>Certified registered nurse anaesthetists</li> <li>Clinical psychologists and social workers</li> <li>Registered dietitians and nutrition professionals</li> </ul>	<p>Updated 08/2021</p> <p><a href="https://www.uhcprovider.com/content/dam/provider/docs/public/policies/comm-reimbursement/COMM-Telehealth-and-Telemedicine-Policy.pdf">https://www.uhcprovider.com/content/dam/provider/docs/public/policies/comm-reimbursement/COMM-Telehealth-and-Telemedicine-Policy.pdf</a></p> <p>Two way audio video is required.</p>			Must be the same as in-person services, start and end times of the telehealth/telemedicine service and consent for visit.	UHC Telehealth and Telemedicine Policy
04/02/2020	United	99202-99215 (Audio/ Video Req) audio only allowed if the patient does not have technology	GT or 95	02	Office or other outpatient visits	
04/01/2020	United	99441-99443 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
03/29/2020	United	99421-99423 E Visit Communication through patient portal ( message)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
04/01/2020	United	99441-99443 (Telephone Allowed)	Blank	11	Telephonic Encounter (Virtual Checks in)	-
03/29/2020	United	G2012 (Telephone Allowed) Patient initiated call not related to medical visit last 7 days or visit schedule within 24 hours	Blank	11	Telephonic Encounter (Virtual Checks in)	-
03/29/2020	United	G2010 Virtual check in Patient initiated call not related to medical visit last 7 days or visit schedule within 24 hours	Blank	11	Audio Visual recording (Virtual Checks in)	-
04/01/2020	United	G2061-G2063 Established patient E Visit Through Patient Portal	Blank	11	Telephonic Encounter (Virtual Checks in)	-
	Co-pay	Collect Copay per policy				
	CS Modifier	Payer will accept CS modifier for co-pay waiver				

# Technology and Consent

- The Office of Civil Rights has relaxed the HIPAA compliant technology requirements so that tools such as FaceTime and Skype can now be used.
  - Document the technology used.
  - Document patient consent for the visit in your notes
  - Document time spent on the call with the patient
  - Payers are requiring Audio/Video know your payer rules and Documentation rules

# Great Reference for State by State Rules

- Check out the Web Site Center for Connected Health Policy for State by State Rules and Federal regulations for Telemedicine and COVID
- <https://www.cchpca.org/topic/audio-only-delivery-covid-19/>

# Typical Time should be documented in the patient note 2021

New Patient	Typical Time (minutes)	Established Patient Visit	Typical Time (minutes)
99201	No longer valid CPT	99211	Nurse or minimal
99202	15-29	99212	10-19
99203	30-34	99213	20-29
99204	45-59	99214	30-39
99205	60-74	99215	40-54

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Thank You

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