COVID-19 Virtual Visit Billing Guide
TENNESSEE

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University of Arkansas for Medical Sciences
SOUTH CENTRAL TELEHEALTH RESOURCE CENTER
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REVENUE CYCLE RESOURCES

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**Definition:** There are three types of telehealth services:

- **Asynchronous Telehealth (Store & Forward)** is the transfer of digital images, sounds, or previously recorded video from one location to another to allow a consulting practitioner (usually a specialist) to obtain information, analyze it, and report back to the referring practitioner. This is a non-interactive telecommunication because the physician or health care practitioner views the medical information without the patient being present.

- **Synchronous Telehealth** is real-time interactive video teleconferencing that involves communication between the patient and a distant practitioner who is performing the medical service. The practitioner sees the patient throughout the communication, so that two-way communication (sight and sound) can take place.

- **Remote Patient Monitoring** is use of digital technologies to collect health data from individuals in one location and electronically transmit that information to providers in a different location for assessment.

For the purposes of this document, the guidelines below are specific to synchronous telehealth with the originating site being the patient’s home, as that will be the most applicable during the COVID-19 pandemic.

**CPT/HCPCS Codes:**

Telehealth eligible CPT/HCPCs codes vary by payor (refer to payor guidelines section).

**Place of Service Codes**

**POS 02: Telehealth Provided Other than in Patient’s Home**

- The location where health services and health related services are provided or received, through telecommunication technology. Patient is not located in their home when receiving health services or health related services through telecommunication technology.

**POS 10: Telehealth Provider in Patient’s Home-Effective January 1st, 2022**

- The location where health services and health related services are provided or received through telecommunication technology. Patient is located in their home (which is a location other than a hospital or other facility where the patient receives care)

*Note-Renamed on January 1st, 2022, previously was only called “Telehealth”

During the COVID-19 PHE, many payors are allowing the POS that would have been used if the visit was performed in person to allow for a site of service payment differential

**Reporting Criteria:**

- Report the appropriate E/M code for the professional service provided.
- Communication must be performed via live two-way interaction with both video and audio.
  - During the COVID-19 pandemic, some payors have waived the video requirement.
- All payors had previously required that communications be performed over a HIPAA compliant platform. However, during the COVID-19 pandemic, several payors, including Medicare, have waived this requirement.
  - Refer to the HIPAA Compliant section for more details.

**Documentation Requirements:** Telehealth services have the same documentation requirements as a face-to-face encounter. The information of the visit, history, review of systems, consultative notes, or any information used to make a medical decision about the patient should be documented. In addition, the documentation should note that the service was provided through telehealth, both the location of the patient and the provider, and the names and roles of any other persons participating in the telehealth visit. Obtain verbal consent at the start of the visit and ensure consent is documented. Maintain a permanent record of the telehealth visit in the patient’s medical record.
**Definition:** Online Digital Evaluation and Management Services (E-Visits) are an E/M service provided by a Qualified Healthcare Professional or an assessment provided by a Qualified Nonphysician Healthcare Professional to a patient using an audio and visual software-based communication, such as a patient portal.

**CPT/HCPCS Codes:**

Reportable by a Qualified Healthcare Professionals:

- **99421:** Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10 minutes.
- **99422:** Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 11-20 minutes.
- **99423:** Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 21 or more minutes.

Reportable by Qualified Nonphysician Healthcare Professionals (Physical Therapists, Occupational Therapists, Speech Language Pathologists, Clinical Psychologists Registered Dietitian, etc.):

- **G2061/98970:** Qualified nonphysician healthcare professional online assessment, for an established patient, for up to seven days, cumulative time during the 7 days; 5-10 minutes.
- **G2062/98971:** Qualified nonphysician healthcare professional online assessment, for an established patient, for up to seven days, cumulative time during the 7 days; 11-20 minutes.
- **G2063/98972:** Qualified nonphysician healthcare professional online assessment, for an established patient, for up to seven days, cumulative time during the 7 days; 21 or more minutes.

**Reporting Criteria:**

- Online visits must be initiated by the patient. However, practitioners can educate beneficiaries on the availability of e-visits prior to patient initiation.
- The patient must be established. However, during the COVID-19 pandemic Medicare and some other payors have waived this requirement.
- E-Visit codes can only be reported once in a 7-day period.
- Cannot report when service originates from a related E/M service performed/reported within the previous 7 days, or for a related problem within a postoperative period.
- E-Visits are reimbursed based on time.
  - The 7-day period begins when the physician personally reviews the patient's inquiry.
  - Time counted is spent in evaluation, professional decision making, assessment and subsequent management.
  - Time is accumulated over the 7 days and includes time spent by the original physician and any other physicians or other qualified health professionals in the same group practice who may contribute to the cumulative service time.
  - Does not include time spent on non-evaluative electronic communications (scheduling, referral notifications, test result notifications, etc.). Clinical staff time is also not included.

**Documentation Requirements:** These are time-based codes, and documentation must support what the physician did and for how long. Time is documented and calculated over the 7-day duration and must meet the CPTs time requirement. Obtain verbal consent at the start of the visit and ensure the consent is documented. Maintain a permanent record of the telehealth visit in the patient's medical record.
Definition: A brief check-in between a practitioner and a patient via telephone or other audiovisual device to decide whether an office visit or other service is needed. A remote evaluation is recorded video and/or images submitted by an established patient.

CPT/HCPCS Codes:

- **G2012**: Brief communication technology-based service, e.g. virtual check-in, by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion.

- **G2010**: Remote evaluation of recorded video and/or images submitted by an established patient (e.g., store and forward), including interpretation with follow-up with the patient within 24 business hours, not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment.

- **G2250**: Remote assessment of recorded video and/or images submitted by an established patient (e.g., store and forward), including interpretation with follow-up with the patient within 24 business hours, not originating from a related service provided within the previous 7 days nor leading to a service or procedure within the next 24 hours or soonest available appointment.

- **G2251**: Brief communication technology-based service, e.g. virtual check-in, by a qualified health care professional who cannot report evaluation and management services, provided to an established patient, not originating from a related service provided within the previous 7 days nor leading to a service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of clinical discussion.

- **G2252**: Brief communication technology-based service, e.g. virtual check-in, by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 11-20 minutes of medical discussion.

- **G0071**: Payment for communication technology-based services for 5 minutes or more of a virtual (non-face-to-face) communication between a rural health clinic (RHC) or federally qualified health center (FQHC) practitioner and RHC or FQHC patient, or 5 minutes or more of remote evaluation of recorded video and/or images by an RHC or FQHC practitioner, occurring in lieu of an office visit; RHC or FQHC only.

Reporting Criteria:

- The patient must be established. However, during the COVID-19 pandemic Medicare and some other payors have waived this requirement.

- Communication must be a direct interaction between the patient and the practitioner. Not billable if performed by clinical staff.

- If the virtual check-in originates from a related E/M provided within the previous 7 days, then the service is considered bundled into that previous E/M and would not be separately billable.

- If the virtual check-in leads to an E/M within the next 24 hours or soonest available appointment, then the service is considered bundled into the pre-visit time of the associated E/M and would not be separately billable.

Documentation Requirements:

Documentation should include medical decisions made, names and roles of any persons participating in the evaluation, and the communication method (telephone, video/audio software, etc.). Obtain verbal consent at the start of the visit and ensure the consent is documented. Maintain a permanent record of the telehealth visit in the patient’s medical record.
**Definition:** A telephone visit is an evaluation and management service provided by a qualified healthcare professional or an assessment and management service provided by a qualified nonphysician health care professional via audio telecommunication.

**CPT/HCPCS Codes:**

Reportable by Qualified Healthcare Professionals:

- 99441: Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion.
- 99442: 11-20 minutes of medical discussion.
- 99443: 21-30 minutes of medical discussion.

Reportable by Qualified Nonphysician Healthcare Professionals (Physical Therapists, Occupational Therapists, Speech Language Pathologists, Clinical Psychologists Registered Dietitian, etc.):

- 98966: Telephone assessment and management service provided by a qualified nonphysician health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous 7 days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion.
- 98967: 11-20 minutes of medical discussion.
- 98969: 21-30 minutes of medical discussion.

**Reporting Criteria:**

- Call must be initiated by the patient.
- The patient must be established. However, during the COVID-19 pandemic Medicare and some other payors have waived this requirement.
- Communication must be a direct interaction between the patient and the healthcare professional.
- If the call originates from a related E/M or assessment provided within the previous 7 days, then the service is considered bundled into that previous E/M or assessment and would not be separately billable.
- If the call leads to an E/M or assessment within the next 24 hours or soonest available appointment, then the service is considered bundled into the pre-visit time of the associated E/M or assessment and would not be separately billable.

**Documentation Requirements:**

Documentation should include medical decisions made, the names and roles of any persons participating in the call, and the length of call. Obtain verbal consent at the start of the visit and ensure the consent is documented. Maintain a permanent record of the telehealth visit in the patient’s medical record.
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<th>TELEHEALTH-NO ORIGINATING SITE RESTRICTION</th>
<th>VIRTUAL CHECK-IN CODES</th>
<th>TELEPHONE CODES</th>
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<tbody>
<tr>
<td>AETNA</td>
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<td><strong>ALLOWABLE</strong></td>
<td>G2010</td>
<td>99441-99443</td>
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<td><strong>Allowable Codes:</strong> Telehealth Eligible Code</td>
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<td></td>
<td>99421-99423</td>
<td><strong>Professional:</strong> Modifier GT, 95, FR, 93 or FQ w/ POS 02. <strong>Facility:</strong> Modifier GT, 95, FR, 93 or FQ</td>
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<td><strong>Not Allowable</strong></td>
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<td><strong>Allowable Codes:</strong> Provider’s Fee Schedule Codes</td>
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<td><strong>Allowable Codes:</strong> Provider’s Fee Schedule Codes</td>
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<td><strong>Allowable Codes:</strong> Provider’s Fee Schedule Codes</td>
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<td></td>
<td>99421-99423</td>
<td><strong>Professional:</strong> 02 or 10</td>
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<td>98970-98972</td>
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Numerous flexibilities listed in the below payor sections, as noted, will end when the COVID Federal PHE Ends. The official end of the COVID-19 PHE will occur May 11th, 2023.

**AETNA**

**Payor Specific Key Points:**

**E-Visits/Telephone/Virtual Check Ins:**

**Allowable Codes:**
- **E-Visits:** 99421-99423, 98970-98972, G2061-G2063
- **Telephone:** 99441-99443, 98966-98968
- **Virtual Check-Ins:** G2010, G2012

**Remote Patient Monitoring:**

**Allowable Codes:** 99453, 99454, 99457, 99458

**Telehealth:**

**Allowable Services:** See table below
- **Wellness:** Appropriate E/M codes with a wellness diagnosis for wellness aspects of the visit done via telehealth will be covered. Preventative visit codes should be billed when routine in-office visits can resume, and the remaining parts of the well visit can be completed. Both services will be fully reimbursed, and the patient will not incur a cost share.

**HIPAA Compliant Platform:** Through the end of the federal COVID-19 PHE, non-HIPAA compliant, non-public facing software can be utilized for telehealth visits, such as Skype & FaceTime.

**Modifiers/POS:**
- **Commercial:**
  - **1500:** POS 02 with modifier GT, 95, or FR
    - If audio only, POS 02 with modifier FQ or 93
  - **UB:** Modifier GT, 95, or FR
    - If audio only, modifier FQ or 93

**Not Reimbursable:**
- Synchronous telemedicine rendered via an audio only connection.
  - Modifier FQ or 93*
  *Allowable during the COVID-19 PHE
- Asynchronous Telemedicine Services (services reported w/ GQ modifier).
- Services that do not include direct patient contact, such as physician standby services.

**Provider Location:** Aetna will allow physicians to provide care from any location, including the provider’s home.

**Reimbursement:** Reimbursement will be at the same rate as in-person face-to-face visits, refer to your Aetna contract for allowable rates.
- **Capitation:** Telemedicine will be covered within the capitation agreement, similar to an in-office visit
Transmission & Originating Site Fees: T1014 and Q3014 are not eligible for payment, Aetna considers these services as incidental to the charges associated with the E/M.

Video Component: The telehealth video component is required, except on codes indicated below that can be provided over audio only during the COVID-19 PHE.

Cost Share Waiver:
- Effective March 6th, 2020 through End of PHE: Aetna will waive cost sharing for COVID-19 testing-related services, which are medical visits that result in an order for, or administration, of a COVID-19 test; are related to furnishing or administering such a test or to the evaluation of an individual for purposes of determining the need for such a test.

### AETNA ELIGIBLE TELEHEALTH CODES

<table>
<thead>
<tr>
<th>Telehealth Allowable Codes</th>
<th>Commercial Codes Effective March 6th, 2020-End of PHE</th>
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<tbody>
<tr>
<td>G0410 92002 96170 97164 99217 99235 99307 99344 99476 G0408 G2010 90839 96121 96161</td>
<td>G2061 92012 96171 97165 99218 99236 99308 99345 99477 G2045 G2012 90840 96127 96164</td>
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<td>H0015 92601 97116 97168 99221 99281 99315 99349 99480 G0442 G2088 90847 96132 96168</td>
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<td>H2012 92603 97151 97542 99223 99283 99327 99421 G0108 G0444 90791 90863 96136 97802</td>
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<td>S9480 92606 97155 97755 99225 99285 99334 G9423 G0270 G0446 90832 92508 96138 97804</td>
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<tr>
<td>99335 99356 99357 99406 99407 G0436 G0437 G9441 G9442 G9443 G9444 G0445</td>
<td>G0446</td>
</tr>
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</table>

*Codes in Blue Require an Audiovisual Connection*  
*Codes in Green Can be Performed Over a Telephone or Audiovisual Connection*  
*Cells Highlighted in Yellow do NOT Require Modifier GT.85, or FR*  

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Payor Specific Key Points:

E-Visits/Telephone/Virtual Check Ins:

Allowable Codes
- **E-Visits**: 98970-98972, 99421-99423, 99444, 99458
- **Telephone**: 98966-98968, 99441-99443
- **Virtual Check-In**: G2010, G2012, G0071
- **POS/Modifier**: Modifier 95 with POS 02, 10, OR place of service used for an in person visit (e.g. 11).

Telehealth:

Allowable Codes: Allowable telehealth services are consistent with the provider’s BCBS TN fee schedule. Telehealth requirements:
- Be covered under the member’s benefits, and eligible for payment as if it were an office visit;
- Take place in real time, with the provider and patient connected through an interactive audio or audio and video telecommunications system;
- Be medically appropriate and necessary, and meet the same requirements or the encounter code had it been delivered in person; and
- Include all relevant communications about the member’s medical care and follow-up in their medical record.

Specific Additional Measures for Telehealth Utilization:
- Follow-Up Care for Children Prescribed ADHD Medication (ADD)
- Antidepressant Medication Management (AMM)
- Use of First-Line Psychosocial Care for Children/Adolescents on Antipsychotics (APP)
- Controlling High Blood Pressure (CBP)
- Follow-Up After Hospitalization for Mental Illness
- Follow-Up After an Emergency Department (ED) Visit for Mental Illness (FUM)
- Initiation and Engagement of Alcohol/Other Drug Abuse or Dependence Treatment (IET)
- Asthma Medication Ratio (AMR)
- Prenatal and Postpartum Care (PPC)
- Statin Therapy for Patients with Cardiovascular Disease (SPC)
- Statin Therapy for Patients with Diabetes (SPD – Adherence 80%)
- Well-Child Visits in the First 30 Months of Life (W30)
- Child and Adolescent Well-Care Visits (WCV)
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)

HIPAA Compliant Platform: During the PHE, BCBS TN will allow telehealth visits to be performed via non-compliant HIPAA platforms like FaceTime, Facebook Messenger, Skype, Google Hangouts and WhatsApp.

Modifiers/POS:
- **Professional (1500) claims**: Modifier 95 with POS 02, 10, OR place of service used for an in person visit (e.g. 11).
- **Facility (UB) Claims**: Appropriate revenue code and the DR (Disaster Recovery) condition code.

Provider Type: Contracted and credentialed physicians, specialists, nurse practitioners and physician assistants can bill for telehealth services. Additionally, nurse practitioners and physician assistants who provide telehealth services must be supervised by a contracted physician.

Patient Type: Telehealth E&M codes can be billed for both new and established patients.

Non-Covered Services:
- Educational or administrative services.
- Patient communications incidental to evaluation and management services (E/M), counseling or medical services covered by this policy. This includes, but is not limited to, providing educational materials.
- Treatment that requires specialized hands-on care or specialized equipment, such as whirlpools, etc. This includes Athletic Trainings (97169 – 97172), Modalities (97010 – 97039) and Group Therapies. Any member currently receiving group therapy should be considered for individual therapy via telehealth.

Reimbursement: Reimbursement will be consistent with the provider’s BCBS fee schedule.

Transmission & Originating Site Fees: BCBS TN has not issued guidance around transmission or originating site fees, providers should check their fee schedule to see if HCPCS Q3014 (originating site fee) or T1014 (transmission fees) are allowable.

Video Component: Tennessee public Chapter 807 of the 112th General Assembly authorizes that all healthcare services, along with behavioral health services, can be provided by HIPAA compliant audio only conversation when real-time interactive video is not available. Providers should confirm and maintain documentation that the patient:
• Does not own the video technology necessary to complete an audio-video provider-based telemedicine encounter
• Is at a location where an audio-video encounter cannot take place due to lack of service
• Has a physical disability that inhibits the use of video technology

Providers should also notify the patient that the financial responsibility for the audio-only encounter will be consistent with the financial responsibility for other in-person or video encounters, prior to the audio-only telemedicine encounter.

Cost Share Waiver:

Effective March 16th, 2020-End of PHE: BCBS TN will waive cost-sharing for in-network telehealth visits when related to evaluation or administration of a COVID-19 test.
Payor Specific Key Points

E-Visits/Telephone/Virtual Check Ins:

Allowable Codes:
- E-Visits: Not Allowable
- Telephone: 99441-99443
- Virtual Check-Ins: G2010, G2012

E-Consults:

Cigna recognizes E-Consult codes, which occurs when a treating health provider seeks guidance from a specialist physician through electronic means (phone, internet, EHR consultation, etc.)
- Allowable Codes: 99446-99452
- Non-Billable:
  - If the consultation to a transfer of care or other face-to-face service (e.g., a surgery, a hospital visit, or a scheduled office evaluation of the patient) within the next 14 days or next available appointment date of the consultant, these codes should not be billed.
  - If the consultation lasted less than 5 minutes.
  - If the consultation was for the sole purpose to arrange transfer of care or a face-to-face visit.

Remote Patient Monitoring:

Cigna recognizes remote patient monitoring, which is the use of digital technologies to monitor and capture medical data from patients and electronically transmit this information to healthcare providers for assessment:
- Allowable codes: 99091, 99453, 99454, 99457, 99458, 99473, 99474, S9110

Telehealth Medical:

Allowable Services: See below table for allowable medical telehealth codes.
All of the following must also be met:
- Services must be interactive and use both audio and video internet-based technologies, and would be reimbursed if the service was provided face-to-face
- The patient or involved caregiver must be present on the receiving end and the service must occur in real time
- All technology used must be secure and meet or exceed federal and state privacy requirements
- A permanent record of online communications relevant to the ongoing medical care and follow-up is maintained as part of the record as if the service were provided as an in-office visit
- The permanent record must include documentation which identifies the virtual service delivery method. i.e.: audio/video or telephone only
- All services provided are medically appropriate and necessary
- The evaluation and management services (E/M) provided virtually must meet E/M criteria
- The patient’s clinical condition is of low to moderate complexity, and while it may be an urgent encounter, it should not be an emergent clinical condition
- Virtual care services must be provided by a health care professional who is licensed, registered, or otherwise acting within the scope of his/her licensure.

Excluded Services:
- The virtual care service occurs on the same day as a face to face visit, when performed by the same provider and for the same condition.
- Transmission of digitalized data is considered integral to the procedure performed and is not separately reimbursable.
- Virtual care services billed within the post-operative period of a previously surgical procedure will be considered part of the global payment for the procedure.

Disclaimer: Although the data found here has been produced and processed from payer sources believed to be reliable, no warranty expressed or implied is made regarding accuracy, adequacy, completeness, legality, reliability or usefulness of any information.
• Services were performed via asynchronous communications systems (e.g., fax).
• Store and forward telecommunication, whether an appropriate virtual care modifier is appended to the procedure code or not.
• Patient communications are incidental to E/M services, counseling, or medical services, including, but not limited to reporting of test results and provision of educational materials.
• Administrative matters, including but not limited to, scheduling, registration, updating billing information, reminders, requests for medication refills or referrals, ordering of diagnostic studies, and medical history intake completed by the patient.
• No reimbursement will be made for any equipment used for virtual care communications.

Telehealth Behavioral Health:

Allowable Services: See below table for allowable medical telehealth codes.

All of the following must also be met:

• Services must be interactive and use audio and/or video internet-based technologies (synchronous communication), and would be reimbursed as if the service was provided face-to-face
• The patient and/or actively involved caregiver must be present on the receiving end
• All technology used must be secure and meet or exceed federal and state privacy requirements.
• A permanent record of online communications relevant to the ongoing care and follow-up is maintained as part of the medical record as if the service were provided as an in-office visit
• The permanent record must include documentation which identifies the virtual service delivery method. I.E.: audio/video or telephone only
• All services provided are medically appropriate and necessary
• The evaluation and management services (E/M) provided virtually must meet E/M criteria
• While some aspects of care in an acute setting may be rendered virtually, exclusively virtual services should be limited to situations when the clinical condition is low to moderate complexity and not the primary intervention for an emergent clinical condition.
• Virtual care services must be provided by a health care professional who is licensed, registered, or otherwise acting within the scope of his/her licensure.

Excluded Services:

• The virtual care service occurs on the same day as a face to face visit, when performed by the same provider and for the same condition.
• Transmission of digitalized data is considered integral to the procedure performed and is not separately reimbursable.
• Patient communications are incidental to E/M services, counseling, or medical services, including, but not limited to reporting of test results and provision of educational materials
• Administrative matters, including but not limited to, scheduling, registration, updating billing information, reminders, requests for medication refills or referrals, ordering of diagnostic studies, and medical history intake completed by the patient.
• No reimbursement will be made for the originating site of service fee or facility fee, unless otherwise mandated by state or federal law
• No reimbursement will be made for any equipment used for virtual care communications.

HIPAA Compliant Platform: Through the end of the PHE providers may use nonpublic facing, non-HIPAA compliant platforms, such as FaceTime, Skype, Zoom, etc). Once PHE ends, compliant platform must be utilized.

Modifiers/POS:

• Professional/1500 Claims:
  o During the COVID PHE: POS for in person visit and modifier 95, GT, or GQ
  o After COVID PHE: POS 02 and modifier 95, GT, or GQ, 93 or FQ
  o Do not bill POS 10 until further notice
• Facility/UB Claims: Modifier 95
During the COVID-19 PHE, Cigna will temporarily reimburse virtual care services billed on a UB, when the service is:
  - Reasonable to be provided in a virtual setting; reimbursable per a provider’s contract; and synchronous audiovisual technology is utilized (except for CPTs 99441-99443)
  - Note: Intensive outpatient program (IOP) telehealth services were covered prior to the pandemic, and will continue to be covered

Provider Type: Providers who are licensed, registered, or otherwise acting within the scope of their licensure may provide telehealth services.

Reimbursement: Reimbursement will be at the same rate as in-person face-to-face visits, refer to your Cigna contract for allowable rates.

Video Component: An audiovisual connection is required except for telephone codes.

Transmission & Originating Site Fees: Cigna will not reimburse an originating site of service fee/facility fee for telehealth visits (HCPCS Q3014). Cigna will also not reimburse transmission fees; transmission of digitalized data is considered integral to the procedure performed and is not separately reimbursable.

<table>
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<tr>
<th>CIGNA MEDICAL ELIGIBLE VIRTUAL CODES</th>
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Non-Reimbursable Codes Regardless of Modifier

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| G0426 G0427 G0459 G0508 G0509 G2025 Q3014 S0320 T1014  |

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Cost Share Waiver:

Effective March 13th, 2020-End of PHE: Cigna will waive cost sharing for COVID-19 testing-related services, which are medical visits that result in an order for, or administration, of a COVID-19 test; are related to furnishing or administering such a test or to the evaluation of an individual for purposes of determining the need for such a test or to the evaluation of an individual for purposes of determining the need for such a test.

Disclaimer: Although the data found here has been produced and processed from payer sources believed to be reliable, no warranty expressed or implied is made regarding accuracy, adequacy, completeness, legality, reliability or usefulness of any information.
E-Visits/Telephone/Virtual Check Ins:

Allowable Codes:

- **E-Visits**: 99421-99423, 98970-98972, G2061-G2063
- **Telephone**: 98966-98968, 99441-99443
- **Virtual Check-In**: G2010, G2012

E-Visit Exclusions:

- See below “Telehealth Coverage Limitations”

**Telehealth**

Medica’s emergency telehealth policy is set to end when the COVID-19 PHE ends

**Allowable Codes**: See table below for specific codes.

- **Wellness Visits**: During the COVID-19 PHE Medica will allow preventive visits to be provided via telehealth utilizing CPTs 99381-99387 and 99391-99397.
  - Providers may perform all or portions of a preventive visit that can be done appropriately via telehealth.
  - Services that require face-to-face interaction may be provided later, however, providers may only bill one preventive medicine code to cover both portions.

**HIPAA Compliant Platform**: Through the end of the federal COVID-19 PHE, non-HIPAA compliant, non-public facing software can be utilized for telehealth visits, such as Skype & FaceTime.

**Modifiers/POS**:

- **Professional (1500) Claims**: POS 02 or 10 with modifier GT or 95
- **Facility (UB) Claims**: GT or 95
- **Audio Only**: 93 or FQ
- **COVID-19 Related**: For services relating to the order for or administration of a COVID-19 test or for services related to the evaluation for purposes of determining the need for diagnostic testing, append modifier CS.

**Provider Type**: Audiologist, Certified Genetic Counselor, Clinical Nurse Specialist, Clinical Psychologist, Clinical Social Worker, Licensed Professional Clinical Counselor, Licensed Marriage and Family Therapist, Licensed Drug & Alcohol Counselor, Dentist, Nurse Midwife, Nurse Practitioner, Occupational Therapist, Physical Therapist, Physician, Physician Assistant, podiatrist, Registered Dietitian or Nutrition Professional, and Speech Therapist.

**Reimbursement**: Reimbursement will be at the same rate as in-person face-to-face visits, refer to your Medica contract for allowable rates.

**Store and Forward Telehealth**: Medica allows both synchronous (interactive audiovisual communication) and asynchronous (store and forward). Utilize modifier GQ.

**Originating Sites**:

- Allowable originating sites: Office of physician or practitioner; hospital (inpatient or outpatient); home; critical-access hospital (CAH); rural health clinic (RHC) and federally qualified health center (FQHC); hospital-based or CAH-based renal dialysis center (including satellites); skilled nursing facility (SNF); end-stage renal disease (ESRD) facilities; community mental health center; Residential Substance Abuse Treatment Facility; and other eligible medical facilities.

**Transmission & Originating Site Fees**: Transmission fees (HCPCS T1014) are not eligible for payment, however Medica will allow an originating site fee (HCPCS Q3014) to be billed by an originating site facility.

**Telehealth Coverage Limitations**: The following are not covered under telemedicine:

- Provider initiated e-mail, refilling or renewing existing prescriptions, scheduling a diagnostic test or appointment, clarification of simple instructions or issues from a previous visit, reporting test results, reminders of scheduled
office visits, requests for a referral, non-clinical communication, educational materials, brief follow-up of a medical procedure without indication of complication or new condition including, but not limited to, routine global surgical follow-up, brief discussion to confirm stability of the patient’s without change in current treatment, when information is exchanged and the patient is subsequently asked to come in for an office visit, a service that would similarly not be charged for in a regular office visit, consultative message exchanges with an individual who is seen in the provider’s office immediately afterward, communication between two licensed health care providers that consists solely of a telephone conversation, email or facsimile, communications between a licensed health care provider and a patient that consists solely of an e-mail or facsimile.

Video Component: See below matrix for codes that can be performed over an audio only connection.

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Codes With An * Can Be Performed via an Audio only (Telephone) or Audiovisual Connection

Cost Share Waiver:
Effective March 1st, 2020, through End of PHE: Medica will waive cost-sharing for in-network telehealth visits when related to administration of a COVID-19 test. Utilize the Medica provider portal for details regarding cost-share waivers for specific patients, as the cost share waiver for telehealth may vary by plan.

Disclaimer: Although the data found here has been produced and processed from payer sources believed to be reliable, no warranty expressed or implied is made regarding accuracy, adequacy, completeness, legality, reliability or usefulness of any information.
Payor Specific Key Points:

**E-Visits/Telephone/Virtual Check Ins:**

**Allowable Codes:**
- **E-Visits:** 99421-99423, G2061-G2063
- **Telephone:** 99441-99443, 98966-98968
  - Allowed through December 31st, 2024
- **Virtual Check-In:** G2010, G2012, G2250-G2251, G2252

**Modifiers:**
- **E-Visits & Virtual Check-Ins:** None
- **Telephone:** Modifier 95

New patients allowable for COVID-19 PHE

**Telehealth:**

**Consolidated Appropriations Act:** Extends certain telehealth flexibilities for Medicare patients through December 31st, 2024:
- Originating site restriction waiver
- Expanded list of allowable telehealth practitioners
- Audio only telehealth services
- In person requirement for mental health services via telehealth
- Extension of FQHC/RHC to serve as originating site for non-behavioral/mental telehealth services

**Allowable Codes:** See table below for codes allowable via telehealth.
- Temporary telehealth code coverage will be removed once the PHE expires +151 days
- Category 3 codes will be available through the end of 2023
- **Note:** Telehealth rules do not apply when the beneficiary and the practitioner are in the same location and are utilizing telehealth to reduce exposure risks, even if audio/video technology assists in furnishing a service.

**HIPAA Compliant Platform:** Through the end of the COVID-19 PHE, HHS Office for Civil Rights (OCR) will waive penalties for HIPAA violations against health care providers that serve patients in good faith through everyday communications technologies, such as FaceTime.

**Modifiers/POS:**
- **Professional (1500) Claims:**
  - During PHE: POS that would have been used if the visit were provided in person with modifier 95
  - After PHE: POS 02 or 10
  - Modifier: FR if applicable
- **Mental Health Claims: After PHE Ends:** POS 02 or 10 and modifier 93 if performed over audio only
  - RHC/FQHC: Modifier FQ
  - MACs have instructed providers not to use modifier FQ, 93, or FR during the PHE
- **CAH Method II (UB) Claims:** Modifier GT
- **CAH & PPS PT/OT/Speech UB Claims:** Modifier 95
- **PPS Facility (UB) Claims:** PN or PO modifier with condition code DR. Appropriate use of the PN and PO modifier is dependent on your specific services and locations. See the “hospital” section for details.
- **COVID-19 Related During PHE:** For services relating to the order for or administration of a COVID-19 diagnostic test or for services related to the evaluation of an individual for purposes of determining the need for diagnostic testing, append modifier CS

**Patient Type:** Through the end of the PHE, telehealth services can be provided to both new and established patients.

**Patient Location:** Through December 31st, 2024, Medicare will pay for office, hospital, and other visits furnished via telehealth across the country, whether urban or rural, and in all settings, including in patients’ homes.

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• **Mental Health:** CMS permanently added a patient’s home as an originating site for patients receiving mental health services via telehealth. “Home” includes temporary lodging. Must meet the following requirements:
  o The provider (or another provider in the same practice and subspecialty) has conducted an in-person (non-telehealth) visit within 6 months
  o After the initial tele-mental health visit, the provider must conduct an in-person visit at least once every 12 months
    ▪ However, this visit is not required if the patient and provider consider the risks of an in-person visit and agree that the risks outweigh the benefits
    ▪ Provider should document decision in the patient’s medical record
  o Through December 31st, 2024, the initial 6 month visit and the in person visit every 12 month requirement is waived

**Provider Type:** Through December 31st, 2024, physical therapists, occupational therapists, speech language pathologists, and audiologists, to receive payment for Medicare telehealth services.

• **January 1st, 2025:** Allowable provider types will revert back to only physicians, nurse practitioners, physician assistants, nurse midwives, certified nurse anesthetists, clinical psychologists, clinical social workers, registered dietitians, and nutrition professionals

**Reimbursement:** During the PHE, reimbursement will be at the same rate as in-person face-to-face visits, refer to the Medicare fee schedule for allowable rates.

**Removal of Frequency Limitations on Medicare Telehealth:** During the PHE, the following services no longer have limitations on the number of times they can be provided by telehealth:

• A subsequent inpatient visit can be furnished via telehealth, without the limitation that the telehealth visit is once every three days (CPT codes 99231-99233).
• A subsequent skilled nursing facility visit can be furnished via telehealth every 14 days, previously was 30 days (CPT codes 99307-99310).
  Critical care consult codes may be furnished by telehealth beyond the once per day limitation (CPT codes G0508-G0509).

**Rural Health Clinics & Federally Qualified Health Centers:** See the RHC and FQHC section for specific billing regulations.

**Transmission/Originating Site Fees:** Medicare does not reimburse for transmission fees. If applicable, Medicare will reimburse an originating site fee (HCPCS Q3014).

• Hospitals may bill as the originating site for telehealth services furnished by hospital-based practitioners to Medicare patients registered as hospital outpatients, including when the patient is located at home.

**Video Component:** When providers are providing an E/M service that would otherwise be reported as an in-person or telehealth visit, using audio-only technology, providers should utilize the appropriate telephone E/M code (99441-99443), not the in person or telehealth visit code.

• Telephone Codes only available for use through December 31st, 2024
• Effective April 1st, 2022: Audio only mental health telehealth will be permanently reimbursable if:
  o The provider has the technical capability, at the time of the service, to use an interactive telecommunications system
  o The patient is incapable of, or fails to consent to, the use of video technology for the service
  o The beneficiary is located at his or her home
  o The practitioner documents the reason for using audio-only technology uses the appropriate service level modifier

**Cost Share Waiver:**

**March 18, 2020 Through the End of the PHE:** Cost-sharing does not apply for COVID-19 testing-related services, which are medical visits that result in an order for or administration of a COVID-19 test; are related to furnishing or administering such a test or to the evaluation of an individual for purposes of determining the need for such a test; and are in any of the
following categories of HCPCS evaluation and management codes: Office and other outpatient services, hospital observation services, emergency department services, nursing facility services, domiciliary, rest home, or custodial care services, home services, online digital evaluation, and management services.


  Use these HCPCS codes for billing:
  - Physicians and non-physician practitioners
  - Outpatient Prospective Payment System (OPPS)
  - RHCs and FQHCs
  - CAHs: use OPPS codes
  - Method II CAHs: use the OPPS list or the physician and non-physician practitioner list, as appropriate.

  o Cost-sharing does not apply to the above medical visit services for which payment is made to:
    - Hospital Outpatient Departments paid under the Outpatient Prospective Payment System, Physicians and other professionals under the Physician Fee Schedule, Critical Access Hospitals (CAHs), Rural Health Clinics (RHCs), Federally Qualified Health Centers (FQHCs).

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<tr>
<th>2023 MEDICARE ELEGIBLE TELEHEALTH CODES</th>
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<td><strong>2023 Telehealth Codes</strong></td>
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Codes Highlighted in **Green** - Can Be Performed via an Audio only
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<td>Not valid for Medicare purposes</td>
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<td>G2211</td>
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Payor Specific Key Points

E-Visits/Telephone/Virtual Check Ins:

Allowable Codes:
- **E-Visits:** Not Allowed
- **Telephone:** 99441-99443
- **Virtual Check-In:** Not Allowed

POS/Modifier: POS 02 or 10

Telehealth:

Allowable Codes: Amerigroup has stated the following codes are covered.

- **Evaluation & Management:** 99201-99215
- **Behavioral Health Consultations:** 90791, 90792, 90832, 90834, and 90837.
- **ABA Therapy:** H0032, H2019, H2019 HM
- **PT/OT/ST, EPST/Well Child Checks, Behavioral Health Psychosocial Rehabilitation, and Behavioral Health Group Therapy**

HIPAA Compliant Platform: During the PHE, Telehealth visits can be performed via non-compliant HIPAA platforms, such as FaceTime, Facebook Messenger, Skype, Google Hangouts and WhatsApp.

Modifiers/POS:

- **Professional (1500) claims:** Utilize modifier 95 or GT and POS 02.
- **Facility (UB) Claims:** Amerigroup has not issued documented guidance, however per an Amerigroup Provider Representative, providers should utilize appropriate revenue code and the DR (Disaster Recovery) condition code.

Provider Type: Providers that are licensed and practicing within their scope are allowed to provide telehealth services.

Patient Type: E&M codes can be billed for both new and established patients.

Reimbursement: Per Tennessee state law, telehealth must be reimbursed at parity to in person services.

Video Component: Public Chapter 807 of the 112th General Assembly authorizes that all healthcare services, along with behavioral health services, can be provided by HIPAA compliant audio only conversation when real-time interactive video is not available. Providers should confirm and maintain documentation that the patient:

- Does not own the video technology necessary to complete an audio-video provider-based telemedicine encounter
- Is at a location where an audio-video encounter cannot take place due to lack of service
- Has a physical disability that inhibits the use of video technology

Providers should also notify the patient that the financial responsibility for the audio-only encounter will be consistent with the financial responsibility for other in-person or video encounters, prior to the audio-only telemedicine encounter.

Transmission & Originating Site Fees: Public Chapter 4 for telehealth requires a health insurance company to reimburse an originating site fee at a rate that has been established by the Centers for Medicare & Medicaid Services (CMS) prior to August 2020.

Cost Share Waiver:

Effective March 17th, 2020 through End of PHE, Amerigroup will waive cost sharing for COVID-19 testing-related services, which are medical visits that result in an order for or administration of a COVID-19 test; are related to furnishing or administering such a test or to the evaluation of an individual for purposes of determining the need for such a test.
Payor Specific Key Points

E-Visits/Telephone/Virtual Check Ins:

Allowable Codes:
- **E-Visits**: 98969-98972, 99421-99423, 99444, 99457
- **Telephone**: 98966-98968, 99441-99443
- **Virtual Check-In**: G2010, G2012, G0071

POS/Modifier: Modifier 95 with POS 02, 10, OR place of service used for an in-person visit (e.g. 11).

Telehealth:

Allowable Codes: Services allowed will be consistent with the BlueCare Tennessee fee schedule. Services must be:
- Be covered by TennCare and eligible for payment as if it were an office visit;
- Take place in real time, with the provider and patient connected through an interactive audio or audio and video telecommunications system;
- Be medically appropriate and necessary, and meet the same requirements or encounter code had it been delivered in person; and
- Include all relevant communications about the member’s medical care and follow up in their medical record.

Specific Measures for Telehealth Utilization:
- Follow-Up Care for Children Prescribed ADHD Medication (ADD)
- Use of First-Line Psychosocial Care for Children/Adolescents on Antipsychotics (APP)
- Controlling High Blood Pressure (CBP)
- Comprehensive Diabetes Care (CDC) – Blood Pressure Control
- Follow-Up After Hospitalization for Mental Illness
- Follow-Up After an Emergency Department (ED) Visit for Mental Illness (FUM)
- Follow-Up After High-Intensity Care for Substance Use Disorder (FUI)
- Follow-Up After ED Visit for Alcohol/Other Drug Abuse or Dependence (FUA)
- Well Child Visits in First 30 Months of Life
- Initiation and Engagement of AOD Abuse or Dependence Treatment (IET)
- Prenatal and Postpartum Care (PPC)
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)

The table below lists measures that can be met by a telehealth method and shows the method by which a gap can be closed for each measure if all documentation and other specifications are met.

<table>
<thead>
<tr>
<th>Measure</th>
<th>Telehealth (interactive audio/video)</th>
<th>Audio/telephonic</th>
<th>Online Assessment (e-visit/virtual check-in)</th>
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<tr>
<td>WCV</td>
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</tbody>
</table>


- **Well Care Visits**: Patients must complete at least one comprehensive well-care visit with a PCP or an OB/GYN during the measurement year. These well-care visits can now be done through telehealth visits. This new measure combined the previous W34 and AWC measures, and the revised age range for this measure is 3-21 years. See below table for well care visits:
Disclaimer: Although the data found here has been produced and processed from payer sources believed to be reliable, no warranty expressed or implied is made regarding accuracy, adequacy, completeness, legality, reliability or usefulness of any information.

**HIPAA Compliant Platform:** During the PHE, BlueCare will allow telehealth visits to be performed via non-compliant HIPAA platforms like FaceTime, Facebook Messenger, Skype, Google Hangouts and WhatsApp during the COVID-19 federal PHE.

**Modifiers/POS:**
- **Professional (1500) claims:** Modifier 95 with POS 02, 10, OR place of service used for an in person visit (e.g. 11).
- **Facility (UB) Claims:** Appropriate revenue code and the DR (Disaster Recovery) condition code.

**Provider Type:** Contracted and credentialed physicians, specialists, nurse practitioners and physician assistants can bill for telehealth services. Nurse practitioners and physician assistants who provide telehealth services must be supervised by a contracted physician.

**Patient Type:** E&M codes can be billed for both new and established patients.

**Patient Location:** Patients can be at home or any other originating site, including out of state.

**Transmission & Originating Site Fees:** Public Chapter 4 for telehealth requiring a health insurance company to reimburse an originating site fee at a rate that has been established by the Centers for Medicare & Medicaid Services (CMS) prior to August 2020.

**Reimbursement:** Reimbursement will be consistent with the provider’s BlueCare fee schedule.

**Excluded Services:**
- Telehealth for educational or administrative services.
- Patient communications incidental to E&M services, counseling, or medical services.

**Video Component:** Public Chapter 807 of the 112th General Assembly authorizes that all healthcare services, along with behavioral health services, can be provided by HIPAA compliant audio only conversation when real-time interactive video is not available. Providers should confirm and maintain documentation that the patient:

- Does not own the video technology necessary to complete an audio-video provider-based telemedicine encounter
- Is at a location where an audio-video encounter cannot take place due to lack of service
- Has a physical disability that inhibits the use of video technology

Providers should also notify the patient that the financial responsibility for the audio-only encounter will be consistent with the financial responsibility for other in-person or video encounters, prior to the audio-only telemedicine encounter.

**Cost Share Waiver:**

Effective March 16th, 2020 until further notice, Bluecare will waive member’s cost share for COVID-19 related telehealth visits.

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**UHC Community Plan of Tennessee**

**Payor Specific Key Points**

**E-Visits/Telephone/Virtual Check Ins:**

- **Allowable Codes:**
  - **E-Visits:** 99421-99423, G2061-G2063
  - **Telephone:** 99441-99443*, 98966-98968*
  - **Virtual Check-In:** G2010, G2012*
  - **Interprofessional Consultation:** 99446-99449, 99451, 99452
  - **Remote Patient Monitoring:** 99091, 99453, 99454, 99457-99458, 99473-99474
  *Allowable during COVID-19 PHE Only

**Telehealth:**

**Allowable Codes:** UHC will allow any code on the Medicare covered telehealth code list to be billed. Any code on UHC’s telehealth eligible code list can still also be used (see allowable code set below).

- In addition, UnitedHealthcare Community Plan recognizes certain additional services which can be effectively performed via Telehealth/Telemedicine. Utilize modifier GQ or GT
  - Medical genetics and genetic counseling services (code 96040)
  - Education and training for patient self-management by a qualified, nonphysician health care professional using a standardized curriculum (codes 98960-98962)
  - Alcohol and/or substance abuse screening and brief intervention services (codes 99408-99409)
  - Remote real-time interactive video-conferenced critical care evaluation and management (E/M) of the critically ill or critically injured patient, use G0508 or G0509

**HIPAA Compliant Platform:** During the PHE, telehealth visits can be performed via non-compliant HIPAA platforms, such as FaceTime, Facebook Messenger, Skype, Google Hangouts and WhatsApp.

**Modifiers/POS:**

- **Professional (1500) claims:** Modifier 95, GQ, GT, G0. POS 10 and 02 recognized, but not required.
- **Facility (UB) claims:** Modifier 95, GQ, GT, G0

**Provider Type:** UHC follows CMS’ policies on the types of care providers eligible to deliver telehealth services. These include physician, nurse practitioner, physician assistant, nurse-midwife, clinical nurse specialist, registered dietitian or nutrition professional, clinical psychologist, clinical social worker, certified registered nurse anesthetists. UHC will also allow physical therapists, occupational therapists, speech therapists, and chiropractic providers to provide limited services via telehealth.

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Disclaimer: Although the data found here has been produced and processed from payer sources believed to be reliable, no warranty expressed or implied is made regarding accuracy, adequacy, completeness, legality, reliability or usefulness of any information.
Reimbursement: Reimbursement will be at the same rate as in-person face-to-face visits, refer to your UHC contract for allowable rates.

Transmission & Originating Site Fees: Public Chapter 4 for telehealth requiring a health insurance company to reimburse an originating site fee at a rate that has been established by the Centers for Medicare & Medicaid Services (CMS) prior to August 2020. UHC Community Plan does not allow for separate reimbursement of transmission fees.

Video Component: Public Chapter 807 of the 112th General Assembly authorizes that all healthcare services, along with behavioral health services, can be provided by HIPAA compliant audio only conversation when real-time interactive video is not available. Providers should confirm and maintain documentation that the patient:
- Does not own the video technology necessary to complete an audio-video provider-based telemedicine encounter
- Is at a location where an audio-video encounter cannot take place due to lack of service
- Has a physical disability that inhibits the use of video technology

Providers should also notify the patient that the financial responsibility for the audio-only encounter will be consistent with the financial responsibility for other in-person or video encounters, prior to the audio-only telemedicine encounter.

### UHC ELEGIBLE TELEHEALTH CODES

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Disclaimer: Although the data found here has been produced and processed from payer sources believed to be reliable, no warranty expressed or implied is made regarding accuracy, adequacy, completeness, legality, reliability or usefulness of any information.
**Cost Share Waiver:**

- Effective March 18th, 2020-End of PHE UHC Community Plan will waive cost sharing for telehealth visits that result in an evaluation for, or administration of, a COVID-19 test.

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**Audio Only Behavioral Health Guidelines**

Public Chapter 191 was signed, which amended Tennessee Code Annotated, Section 56-7-1003(a)(6), allowing for audio-only conversation for behavioral health services.

**Behavioral Health Audio-Only Guidance:**

- The provider is to take extra steps at the beginning of the telehealth session to confirm the patient’s identity and review confidentiality and privacy concerns.
- The provider is to ensure that safety assessment is part of the audio-only session; should the treating provider have any concern for safety of the client/patient and/or others in the home, the mandated reporting process is to be followed.
- The provider is to conduct a risk-benefit assessment for each potential client that addresses the individual’s particular treatment needs and considerations when engaging in audio-only behavioral telehealth.
- The provider is to identify ways to screen for mental health- and substance use-related symptomology (i.e., via screenings, assessment, etc.), as there is limited ability to identify visual indicators of distress.
- Documentation should identify the use of telehealth or audio-only sessions and the treatment format, and include supporting documentation to reflect active treatment. Per standard practice, documentation is subject to review for medical necessity and appropriateness of care. Telehealth options that would permit actual visual connection with the member is preferred.
- Per standard practice, documentation is subject to review for medical necessity and appropriateness of care.
- The type of service is to be determined utilizing a comprehensive assessment and development of an individualized treatment plan. Based on the assessment recommendations, the service rendered is to adhere to the established medical necessity guidelines for that service and is to be delivered as the recommended service description; model and/or program guidelines have been outlined.
- The length of time for the service being rendered is to continue to be delivered as the service has been designed (i.e., outpatient counseling, Intensive Outpatient Program (IOP), peer services, psychosocial rehabilitation services, Comprehensive Child and Family Treatment (CCFT), Continuous Treatment Team (CTT), etc.).
- The treating provider is to ensure fidelity to the model of the service being delivered audio-only.
- The provider is to plan for managing emergencies as well as consider the kinds of issues that might indicate audio-only therapy is not working for a particular individual.
- For group counseling and/or psychosocial groups, the provider is to:
  - Encourage participants to locate themselves in a private room in their home or dwelling;
  - Ensure the participants understand that their privacy cannot be guaranteed as the leaders cannot control who else in the home or dwelling may overhear the discussions;
  - Consider developing a confidentiality policy for telehealth groups, which may include guidance such as using ear buds or headphones and prohibiting any recording of the session;
  - If the session is 100% audio-only, consider smaller number of participants given limited ability to identify visual indicators of distress; and
  - For Intensive Outpatient Treatment (IOP) or Partial Hospitalization Program (PHP), these may be rendered with multiple one-hour sessions during the day.
**Payor Specific Key Points:**

**E-Visits/Telephone/Virtual Check Ins:**

**Allowable Codes:****

- **E-Visits**: 99421-99423, 98970-98972
- **Interprofessional Consultation**: 99446-99449, 99451, 99452
- **Telephone**: 99441-99443
- **Virtual Check-In**: G2010, G2012, G2250-G2252

**POS/Modifier**: POS utilized if visit would have in person and no modifier

**Remote Patient Monitoring Codes:**

- **Allowable Codes**: 99091, 99453, 99454, 99457-99458, 99473-99474, 98975-98977, 98980-98981,

**POS/Modifier**: POS utilized if visit would have in person and no modifier

**Interprofessional Assessment Codes:**

- **Allowable Codes**: 99446-99449, 99451-99452

**POS/Modifier**: POS utilized if visit would have in person and no modifier

**Telehealth:**

**Allowable Codes**: UHC will allow any services on the below lists:

- Services recognized by the Centers for Medicare and Medicaid Services (CMS)
- Services recognized by the American Medical Association (AMA) included in Appendix P of the CPT code set
- Additional services identified by UnitedHealthcare that can be effectively performed via Telehealth
  - See Telehealth Allowable Codes table below for UHC specified codes

**PT/OT/ST Services**: All PT/OT/ST Telehealth visits must be performed using live, interactive video conferencing that involves the presence of both parties at the same time and a communication link between them that allows a real-time audio and visual interaction to take place. E-mailing “stored” exercise videos and discussing or reviewing by phone is not reimbursable.

**HIPAA Compliant Platform**: Through the COVID-19 PHE, telehealth visits can be performed via non-compliant HIPAA platforms, such as FaceTime, Facebook Messenger, Skype, Google Hangouts and WhatsApp. After the PHE ends, visits must be performed over a HIPAA compliant platform.

**Modifiers/POS:**

- **Professional (1500) claims**: POS 02 or 10. Modifiers 95, GT, GQ, and G0 are not required to identify telehealth services but are accepted as information if reported on claims.
- **Facility (UB) claims**: Revenue code 780 (allowable during the PHE only)

**Provider Type**: Physician, nurse practitioner, physician assistant, nurse-midwife, clinical nurse specialist, registered dietitian or nutrition professional, clinical psychologist, clinical social worker, certified registered nurse anesthetists, physical therapists, occupational therapists, and speech therapists.

**Reimbursement**: Reimbursement will be at the same rate as in-person face-to-face visits, refer to your UHC contract for allowable rates.
Patient Location: UHC will recognize CMS designated originating sites considered eligible for furnishing telehealth services to a patient located in an originating site.
  o Examples of CMS originating sites with a telpresenter: the office of a physician or practitioner, hospital, critical access hospital (CAH), rural health clinic (RHC), federally qualified health center (FQHC), hospital based renal dialysis center, skilled nursing facility (SNF), community mental health center (CMHC), mobile stroke unit, patient home-for monthly end stage renal, ESRD-related clinical assessments, for purposes of treatment of a substance use disorder or a co-occurring mental health disorder.
  o UHC will also recognize home as an originating site for telehealth services (no telepresenter present)

Transmission & Originating Site Fees: UHC will allow the originating site to submit a claim for services of the telepresenter using HCPS Q3014. T1014 is not eligible for payment, UHC considers these services as incidental to the charges associated with the E/M.

Video Component: Telehealth services must be performed over an audiovisual connection.

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Cost Share Waiver:

Duration of COVID-19 PHE: UHC will waive cost sharing for COVID-19 testing-related services, which are medical visits that result in an order for or administration of a COVID-19 test; are related to furnishing or administering such a test or to the evaluation of an individual for purposes of determining the need for such a test.
Current cost share waivers:

<table>
<thead>
<tr>
<th>Payor</th>
<th>Cost Sharing Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna</td>
<td>Effective March 6th, 2020-End of PHE: Aetna will waive cost sharing for COVID-19 testing-related services, which are medical visits that result in an order for or administration of a COVID-19 test; are related to furnishing or administering such a test or to the evaluation of an individual for purposes of determining the need for such a test.</td>
</tr>
<tr>
<td>Amerigroup</td>
<td>Duration of COVID-19 PHE: Amerigroup will waive cost sharing for COVID-19 testing-related services, which are medical visits that result in an order for or administration of a COVID-19 test; are related to furnishing or administering such a test or to the evaluation of an individual for purposes of determining the need for such a test.</td>
</tr>
<tr>
<td>BCBS TN</td>
<td>Effective March 16th, 2020-End of PHE: BCBS TN will waive cost-sharing for in-network telehealth visits when related to administration of a COVID-19 test.</td>
</tr>
<tr>
<td>BlueCare</td>
<td>Effective March 16th, 2020-Further Notice BCBS TN will waive member’s cost share for COVID-19 related telehealth visits.</td>
</tr>
<tr>
<td>Cigna</td>
<td>Effective March 13th, 2020-End of PHE: Cigna will waive member cost sharing for diagnostic testing and office visits/telehealth visits related to assessment and administration of diagnostic testing.</td>
</tr>
<tr>
<td>Medica</td>
<td>Effective March 1st, 2020-End of PHE: Medica will waive cost-sharing for in-network telehealth visits when related to administration of a COVID-19 test.</td>
</tr>
<tr>
<td>Medicare</td>
<td>Effective March 18th, 2020-End of PHE: Medicare will waive cost sharing COVID-19 testing-related services, which are medical visits that result in an order for or administration of a COVID-19 test; are related to furnishing or administering such a test or to the evaluation of an individual for purposes of determining the need for such a test; and are in a specified set of HCPCS E/M codes.</td>
</tr>
<tr>
<td>UHC Community Plan</td>
<td>Effective March 16th, 2020-End of PHE: UHC Community Plan will waive member’s cost share for office visits/telehealth visits related to assessment and administration of diagnostic testing.</td>
</tr>
<tr>
<td>UHC</td>
<td>Duration of COVID-19 PHE: UCH will waive cost sharing for COVID-19 testing-related services, which are medical visits that result in an order for or administration of a COVID-19 test; are related to furnishing or administering such a test or to the evaluation of an individual for purposes of determining the need for such a test.</td>
</tr>
</tbody>
</table>

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**Payor Specific Key Points:**

As part of the CARES Act, Congress has authorized RHCs and FQHCs to be a “distant site” for telehealth visits, therefore allowing RHC and FQHCs practitioners to provide telehealth services.

- RHCs & FQHCs will continue to be allowed to act as a distant site until December 31st, 2024, under the Consolidated Appropriations Act.

**Telehealth:**

**Consolidated Appropriations Act:** Extends certain telehealth flexibilities for Medicare patients until December 31st, 2024, including:

- Originating site restriction waiver
- Expanded list of allowable telehealth practitioners
- Audio only telehealth services
- In person requirement for mental health services via telehealth
- Extension of FQHC/RHC to serve as originating site

**Cost Report:**

- **RHC:** Costs for furnishing distant site telehealth services will not be used to determine the RHC AIR rate but must be reported on the appropriate cost report form. RHCs must report both originating and distant site telehealth costs on Form CMS-222-17 on line 79 of the Worksheet A, in the section titled “Cost Other Than RHC Services.”
- **FQHC:** Costs for furnishing distant site telehealth services will not be used to determine the FQHC PPS rate but must be reported on the appropriate cost report form. FQHCs must report both originating and distant site telehealth costs on Form CMS-224-14, the Federally Qualified Health Center Cost Report, on line 66 of the Worksheet A, in the section titled “Other FQHC Services”.

**Allowable Codes:** See table below for codes allowable via telehealth.

**HIPAA Compliant Platform:** Through the end of the COVID-19 PHE, HHS Office for Civil Rights (OCR) will waive penalties for HIPAA violations against health care providers that serve patients in good faith through everyday communications technologies, such as FaceTime.

**Billing:**

- **HCPCS:** G2025
- **Professional (1500) Claims:**
  - **During PHE:** POS that would have been used if the visit were provided in person with modifier 95
  - **Post PHE:** RHC/FQHC no longer allowed to be originating site
  - **Modifier:** FR if applicable
- **Mental Health Claims:** After PHE Ends: POS 02 or 10 and modifier FQ if performed via audio only
  - MACs have instructed providers not to use modifier FQ, 93, or FR during the PHE
- **During PHE: COVID-19 Related:** For services relating to the order for or administration of a COVID-19 diagnostic test or for services related to the evaluation of an individual for purposes of determining the need for diagnostic testing, append modifier CS

**Patient Type:** Through the end of the PHE, telehealth services can be provided to both new and established patients.

**Mental Health Services:**
As of January 1st, 2022, CMS will continue to allow mental health telehealth services, performed by an RHC/FQHC even after the PHE ends. The service must be either audio visual OR Audio-only if the following are present:

- The patient is incapable of, or fails to consent to, the use of video technology for the service
- The provider has conducted an in-person visit within the last 6 months of the initial tele-mental service
- The services are medical necessary
- After the initial telehealth visit, the provider conducts an in-person visit at least once every 12 months of each tele-mental visit.
  - However, if the patient and provider consider the risks of an in person service and agree that these risks outweigh the benefits, then the annual visit may be skipped.
  - Providers must document the decision
- Until December 31st, 2024, the initial 6 month visit and the in person visit every 12 month requirement is waived.

**Provider Type:** Through December 31st, 2024, physical therapists, occupational therapists, speech language pathologists, and audiologists, to receive payment for Medicare telehealth services.

- **January 1st, 2025:** Allowable provider types will revert back to only physicians, nurse practitioners, physician assistants, nurse midwives, certified nurse anesthetists, clinical psychologists, clinical social workers, registered dietitians, and nutrition professionals.

**Preventative Services:** During the PHE, if an RHC/FQHC performs a preventive service via telehealth that is traditionally subject to a cost share waiver, then the RHC/FQHC should apply a CS modifier to HCPCS G2025, even though the service is unrelated to COVID-19.

**Reimbursement:** The RHC/FQHC telehealth payment rate is the average amount for all PFS telehealth services on the telehealth list, weighted by volume for those services reported under the PFS. For 2023 the rate is $95.88.

**Removal of Frequency Limitations on Medicare Telehealth:** During the PHE, the following services no longer have limitations on the number of times they can be provided by telehealth:

- A subsequent inpatient visit can be furnished via telehealth, without the limitation that the telehealth visit is once every three days (CPT codes 99231-99233).
- A subsequent skilled nursing facility visit can be furnished via telehealth every 14 days, previously was 30 days (CPT codes 99307-99310).

Critical care consult codes may be furnished by telehealth beyond the once per day limitation (CPT codes G0508-G0509).

**Transmission/Originating Site Fees:** Medicare does not reimburse for transmission fees. If applicable, Medicare will reimburse an originating site fee (HCPCS Q3014).

- Hospitals may bill as the originating site for telehealth services furnished by hospital-based practitioners to Medicare patients registered as hospital outpatients, including when the patient is located at home.

**Video Component:** When providers are providing an E/M service that would otherwise be reported as an in-person or telehealth visit, using audio-only technology, providers should utilize the appropriate telephone E/M code (99441-99443), not the in person or telehealth visit code.

- Effective April 1st, 2022: Audio only mental health telehealth will be permanently reimbursable if:
  - The provider has the technical capability, at the time of the service, to use an interactive telecommunications system
  - The patient is incapable of, or fails to consent to, the use of video technology for the service
  - The beneficiary is located at his or her home
  - The practitioner documents the reason for using audio-only technology uses the appropriate service level modifier

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Telephone Services: Until December 31st, 2024, RHC/FQHCs can perform audio only telephone E/M services utilizing CPT codes 99441, 99442, and 99443.

- RHCs can furnish and bill for these services using HCPCS code G2025.
- At least 5 minutes of telephone E/M by physician or other qualified health care professional who may report E/M services must be provided to an established patient, parent, or guardian.
- Cannot be billed if they originate from a related E/M service provided within the previous 7 days or lead to an E/M service or procedure within the next 24 hours or soonest available appointment.

Virtual Check-Ins & E-Visits: Until December 31st, 2024, RHC/FQHCs can perform E-Visits (CPT codes 99421-99423), which are online digital E/M services that utilize a secure patient portal. Medicare will also allow RHC/FQHCs to perform Virtual Check Ins (HCPCS G2012 and G2010).

- RHCs should bill HCPCS G0071 if E-Visit or Virtual Check-In services are performed.
- Reimbursement: is set at the average of the national non-facility PFS payment rates for the 5 E-Visits and Virtual Check-In codes. For 2023 the rate is set at $ $23.14
- G0071: Payment for communication technology-based services for 5 minutes or more of a virtual (non-face-to-face) communication between RHC or FQHC practitioner and RHC or FQHC patient, or 5 minutes or more of remote evaluation of recorded video and/or images by an RHC or FQHC.

Cost Share Waiver:
March 18, 2020 Through the End of the PHE: Cost-sharing does not apply for COVID-19 testing-related services, which are medical visits that lead in an order for or administration of a COVID-19 test; are related to furnishing or administering such a test or to the evaluation of an individual for purposes of determining the need for such a test; and are in any of the following categories of HCPCS evaluation and management codes: Office and other outpatient services, hospital observation services, emergency department services, nursing facility services, domiciliary, rest home, or custodial care services, home services, online digital evaluation, and management services.


  Use these HCPCS codes for billing:
  - Physicians and non-physician practitioners
  - Outpatient Prospective Payment System (OPPS)
  - RHCs and FQHCs
  - CAHs: use OPPS codes
  - Method II CAHs: use the OPPS list or the physician and non-physician practitioner list, as appropriate.

- Cost-sharing does not apply to the above medical visit services for which payment is made to:
  - Hospital Outpatient Departments paid under the Outpatient Prospective Payment System, Physicians and other professionals under the Physician Fee Schedule, Critical Access Hospitals (CAHs), Rural Health Clinics (RHCs), Federally Qualified Health Centers (FQHCs).

### Table: 2023 Medicare Eligible Telehealth Codes

<table>
<thead>
<tr>
<th>2023 Telehealth Codes</th>
<th>2023 Medicare Eligible Telehealth Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>0362T</td>
<td>0373T</td>
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<td>90422</td>
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</tbody>
</table>

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Payor Specific Key Points

**E-Visits/Telephone/Virtual Check Ins:**

Allowable Codes:
- **E-Visits:** Not Allowed
- **Telephone:** 99441-99443
- **Virtual Check-In:** Not Allowed

POS/Modifier: POS 02 or 10

**Telehealth:**

Allowable Codes: Amerigroup has stated the following codes are covered.

- **Evaluation & Management:** 99201-99215
- **Behavioral Health Consultations:** 90791, 90792, 90832, 90834, and 90837.
- **ABA Therapy:** H0032, H2019, H2019 HM
- **PT/OT/ST, EPST/Well Child Checks, Behavioral Health Psychosocial Rehabilitation, and Behavioral Health Group Therapy**

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HIPAA Compliant Platform: Telehealth visits can be performed via non-compliant HIPAA platforms, such as FaceTime, Facebook Messenger, Skype, Google Hangouts and WhatsApp.

Modifiers/POS:
- **Professional (1500) claims**: Utilize modifier 95 or GT and POS 02.
- **Facility (UB) Claims**: Amerigroup has not issued documented guidance, however per an Amerigroup Provider Representative, providers should utilize appropriate revenue code and the DR (Disaster Recovery) condition code.

**Provider Type**: Providers that are licensed and practicing within their scope are allowed to provide telehealth services.

**Patient Type**: E&M codes can be billed for both new and established patients.

**Reimbursement**: Per Tennessee state law, telehealth must be reimbursed at parity to in person services

**Video Component**: Public Chapter 807 of the 112th General Assembly authorizes that all healthcare services, along with behavioral health services, can be provided by HIPAA compliant audio only conversation when real-time interactive video is not available. Providers should confirm and maintain documentation that the patient:

- Does not own the video technology necessary to complete an audio-video provider-based telemedicine encounter
- Is at a location where an audio-video encounter cannot take place due to lack of service
- Has a physical disability that inhibits the use of video technology

Providers should also notify the patient that the financial responsibility for the audio-only encounter will be consistent with the financial responsibility for other in-person or video encounters, prior to the audio-only telemedicine encounter.

**Transmission & Originating Site Fees**: Public Chapter 4 for telehealth requiring a health insurance company to reimburse an originating site fee at a rate that has been established by the Centers for Medicare & Medicaid Services (CMS) prior to August 2020.

**Cost Share Waiver:**
Effective March 17th, 2020 through End of PHE, Amerigroup will waive cost sharing for COVID-19 testing-related services, which are medical visits that result in an order for or administration of a COVID-19 test; are related to furnishing or administering such a test or to the evaluation of an individual for purposes of determining the need for such a test

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**BlueCare**

**Payor Specific Key Points**

**E-Visits/Telephone/Virtual Check Ins**:

**Allowable Codes**:
- **E-Visits**: 98969-98972, 99421-99423, 99444, 99457
- **Telephone**: 98966-98968, 99441-99443
- **Virtual Check-In**: G2010, G2012, G0071

**POS/Modifier**: Modifier 95 with POS 02, 10, OR place of service used for an in-person visit (e.g. 11).

**Telehealth**:

**Allowable Codes**: Services allowed will be consistent with the BlueCare Tennessee fee schedule. Services must be:

- Be covered by TennCare and eligible for payment as if it were an office visit;
- Take place in real time, with the provider and patient connected through an interactive audio or audio and video telecommunications system;

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- Be medically appropriate and necessary, and meet the same requirements or encounter code had it been delivered in person; and
- Include all relevant communications about the member’s medical care and follow up in their medical record.

Specific Measures for Telehealth Utilization:
- Follow-Up Care for Children Prescribed ADHD Medication (ADD)
- Use of First-Line Psychosocial Care for Children/Adolescents on Antipsychotics (APP)
- Controlling High Blood Pressure (CBP)
- Comprehensive Diabetes Care (CDC) – Blood Pressure Control
- Follow-Up After Hospitalization for Mental Illness
- Follow-Up After an Emergency Department (ED) Visit for Mental Illness (FUM)
- Follow-Up After High-Intensity Care for Substance Use Disorder (FUI)
- Follow-Up After ED Visit for Alcohol/Other Drug Abuse or Dependence (FUA)
- Well Child Visits in First 30 Months of Life
- Initiation and Engagement of AOD Abuse or Dependence Treatment (IET)
- Prenatal and Postpartum Care (PPC)
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)


<table>
<thead>
<tr>
<th>Measure</th>
<th>Telehealth (interactive audio/video)</th>
<th>Audio/telephonic</th>
<th>Online Assessment (e-visit/virtual check-in)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADD – Initiation</td>
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<td>C</td>
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</tr>
<tr>
<td>ADD – Continuation and Maintenance</td>
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<tr>
<td>APP</td>
<td>C</td>
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<td>CBP</td>
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<tr>
<td>CDC – BP Control</td>
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<td>FUIH</td>
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<td>IET – Initiation</td>
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<td>PPC – Postpartum</td>
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<tr>
<td>W30</td>
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<td>WCC – BMI</td>
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<td>WCC – Nutrition</td>
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<tr>
<td>WCC – Physical Activity</td>
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<tr>
<td>WCV</td>
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</tbody>
</table>

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Well Care Visits: Patients must complete at least one comprehensive well-care visit with a PCP or an OB/GYN during the measurement year. These well-care visits can now be done through telehealth visits. This new measure combined the previous W34 and AWC measures, and the revised age range for this measure is 3-21 years. See below table for well care visits:

<table>
<thead>
<tr>
<th>In-Office Coding (Children through 24 months of age)</th>
<th>Telehealth Coding (Children through 24 months of age)</th>
<th>Telehealth Coding (Children over 24 months of age)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPT Codes for PM/EPOSOT</td>
<td>No PM/EPOSOT codes can be billed</td>
<td>No PM/EPOSOT codes can be billed</td>
</tr>
<tr>
<td>Hearing: 92511, 92512, 92558</td>
<td>Developmental Screening: 96110</td>
<td>Developmental Screening: 96120</td>
</tr>
<tr>
<td>Vision: 99174, 99177</td>
<td>Emotional/Behavioral Screening: 96127</td>
<td>Emotional/Behavioral Screening: 96127</td>
</tr>
<tr>
<td>Developmental Assessment: 99160</td>
<td>Health Risk Assessment: 99160, 99161</td>
<td>Health Risk Assessment: 99160, 99161</td>
</tr>
<tr>
<td>Additional Procedural Codes</td>
<td>PR Individual Counseling: 99401 (15 minutes), 99402 (20 minutes), 99403 (45 minutes), 99404 (1 hour)</td>
<td>PR Individual Counseling: 99401 (15 minutes), 99402 (20 minutes), 99403 (45 minutes), 99404 (1 hour)</td>
</tr>
<tr>
<td>Immunization Administration</td>
<td>90460</td>
<td>90460 (Code when the vaccine is administered. Vaccine counseling may occur through telehealth at any time before vaccine administration.)</td>
</tr>
<tr>
<td>Telehealth Coding</td>
<td>Use place of service (POS) 02 or 10. No additional modifier is required for telehealth.</td>
<td>Use place of service (POS) 02 or 10. No additional modifier is required for telehealth.</td>
</tr>
</tbody>
</table>


HIPAA Compliant Platform: During the PHE, BlueCare will allow telehealth visits to be performed via non-compliant HIPAA platforms like FaceTime, Facebook Messenger, Skype, Google Hangouts and WhatsApp during the COVID-19 federal PHE.

Modifiers/POS:
- Professional (1500) claims: Modifier 95 with POS 02, 10, OR place of service used for an in person visit (e.g. 11).
- Facility (UB) Claims: Appropriate revenue code and the DR (Disaster Recovery) condition code.

Provider Type: Contracted and credentialed physicians, specialists, nurse practitioners and physician assistants can bill for telehealth services. Nurse practitioners and physician assistants who provide telehealth services must be supervised by a contracted physician.

Patient Type: E&M codes can be billed for both new and established patients.

Patient Location: Patients can be at home or any other originating site, including out of state.

Transmission & Originating Site Fees: Public Chapter 4 for telehealth requiring a health insurance company to reimburse an originating site fee at a rate that has been established by the Centers for Medicare & Medicaid Services (CMS) prior to August 2020.

Reimbursement: Reimbursement will be consistent with the provider’s BlueCare fee schedule.
Excluded Services:
- Telehealth for educational or administrative services.
- Patient communications incidental to E&M services, counseling, or medical services.

**Video Component:** Public Chapter 807 of the 112th General Assembly authorizes that all healthcare services, along with behavioral health services, can be provided by HIPAA compliant audio only conversation when real-time interactive video is not available. Providers should confirm and maintain documentation that the patient:
- Does not own the video technology necessary to complete an audio-video provider-based telemedicine encounter
- Is at a location where an audio-video encounter cannot take place due to lack of service
- Has a physical disability that inhibits the use of video technology

Providers should also notify the patient that the financial responsibility for the audio-only encounter will be consistent with the financial responsibility for other in-person or video encounters, prior to the audio-only telemedicine encounter.

**Cost Share Waiver:**
Effective March 16th, 2020 until further notice, Bluecare will waive member’s cost share for COVID-19 related telehealth visits.

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**UHC Community Plan of Tennessee**

**Payor Specific Key Points**

**E-Visits/Telephone/Virtual Check Ins:**
- **Allowable Codes:**
  - **E-Visits:** 99421-99423, G2061-G2063
  - **Telephone:** 99441-99443*, 98966-98968*
  - **Virtual Check-In:** G2010, G2012*
  - **Interprofessional Consultation:** 99446-99449, 99451, 99452
  - **Remote Patient Monitoring:** 99091, 99453, 99454, 99457-99458, 99473-99474
*Allowable during COVID-19 PHE Only

**Telehealth:**

**Allowable Codes:** UHC will allow any code on the Medicare covered telehealth code list to be billed. Any code on UHC’s telehealth eligible code list can still also be used (see allowable code set below).
- In addition, UnitedHealthcare Community Plan recognizes certain additional services which can be effectively performed via Telehealth/Telemedicine. Utilize modifier GQ or GT
  - Medical genetics and genetic counseling services (code 96040)
  - Education and training for patient self-management by a qualified, nonphysician health care professional using a standardized curriculum (codes 98960-98962)
  - Alcohol and/or substance abuse screening and brief intervention services (codes 99408-99409)
  - Remote real-time interactive video-conferenced critical care evaluation and management (E/M) of the critically ill or critically injured patient, use G0508 or G0509

**HIPAA Compliant Platform:** During the PHE, telehealth visits can be performed via non-compliant HIPAA platforms, such as FaceTime, Facebook Messenger, Skype, Google Hangouts and WhatsApp.

**Modifiers/POS:**
- **Professional (1500) claims:** Modifier 95, GQ, GT, G0. POS 10 and 02 recognized, but not required.
- **Facility (UB) claims:** Modifier 95, GQ, GT, G0

**Provider Type:** UHC follows CMS’ policies on the types of care providers eligible to deliver telehealth services. These include physician, nurse practitioner, physician assistant, nurse-midwife, clinical nurse specialist, registered dietitian or
nutrition professional, clinical psychologist, clinical social worker, certified registered nurse anesthetists. UHC will also allow physical therapists, occupational therapists, speech therapists, and chiropractic providers to provide limited services via telehealth.

**Reimbursement**: Reimbursement will be at the same rate as in-person face-to-face visits, refer to your UHC contract for allowable rates.

**Transmission & Originating Site Fees**: Public Chapter 4 for telehealth requiring a health insurance company to reimburse an originating site fee at a rate that has been established by the Centers for Medicare & Medicaid Services (CMS) prior to August 2020. UHC Community Plan does not allow for separate reimbursement of transmission fees.

**Video Component**: Public Chapter 807 of the 112th General Assembly authorizes that all healthcare services, along with behavioral health services, can be provided by HIPAA compliant audio only conversation when real-time interactive video is not available. Providers should confirm and maintain documentation that the patient:
- Does not own the video technology necessary to complete an audio-video provider-based telemedicine encounter
- Is at a location where an audio-video encounter cannot take place due to lack of service
- Has a physical disability that inhibits the use of video technology

Providers should also notify the patient that the financial responsibility for the audio-only encounter will be consistent with the financial responsibility for other in-person or video encounters, prior to the audio-only telemedicine encounter.

<table>
<thead>
<tr>
<th>UHC ELEGIBLE TELEHEALTH CODES</th>
<th>Recognized with Modifier GT, GQ, or G0</th>
</tr>
</thead>
<tbody>
<tr>
<td>0362T 90953 92507 94626 96159 97158 97804 99285 99479 G0421 G0286 G9983</td>
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<tr>
<td>90952 92014 92625 96158 97157 97803 99284 99478 G0420 G0514 G9982</td>
<td></td>
</tr>
</tbody>
</table>

**Recognized with Modifier 95**

| 90785 90840 90958 90970 92601 96040 96164 97162 97803 99212 99245 99407 | |
| 90791 90845 90960 92227 92602 96105 96165 97165 97804 99213 99252 99408 | |
| 90792 90846 90961 92228 92603 96116 96167 97166 98960 99214 99253 99409 | |
| 90832 90847 90963 92507 92604 96121 96168 97530 98961 99215 99254 99417 | |
| 90833 90863 90964 92508 93228 96125 96170 97535 98962 99231 99255 99418 | |
| 90834 90951 90965 92521 93229 96156 96171 97750 99202 99232 99307 99495 | 

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### Cost Share Waiver:

- Effective March 18th, 2020-End of PHE UHC Community Plan will waive cost sharing for telehealth visits that result in an evaluation for, or administration of, a COVID-19 test.

### Audio Only Behavioral Health Guidelines

Public Chapter 191 was signed, which amended Tennessee Code Annotated, Section 56-7-1003(a)(6), allowing for audio-only conversation for behavioral health services.

**Behavioral Health Audio-Only Guidance:**

- The provider is to take extra steps at the beginning of the telehealth session to confirm the patient’s identity and review confidentiality and privacy concerns.
- The provider is to ensure that safety assessment is part of the audio-only session; should the treating provider have any concern for safety of the client/patient and/or others in the home, the mandated reporting process is to be followed.
- The provider is to conduct a risk-benefit assessment for each potential client that addresses the individual’s particular treatment needs and considerations when engaging in audio-only behavioral telehealth.
- The provider is to identify ways to screen for mental health- and substance use-related symptomology (i.e., via screenings, assessment, etc.), as there is limited ability to identify visual indicators of distress.
- Documentation should identify the use of telehealth or audio-only sessions and the treatment format, and include supporting documentation to reflect active treatment. Per standard practice, documentation is subject to review for medical necessity and appropriateness of care. Telehealth options that would permit actual visual connection with the member is preferred.
- Per standard practice, documentation is subject to review for medical necessity and appropriateness of care.
- The type of service is to be determined utilizing a comprehensive assessment and development of an individualized treatment plan. Based on the assessment recommendations, the service rendered is to adhere to the established medical necessity guidelines for that service and is to be delivered as the recommended service description; model and/or program guidelines have been outlined.
- The length of time for the service being rendered is to continue to be delivered as the service has been designed (i.e., outpatient counseling, Intensive Outpatient Program (IOP), peer services, psychosocial rehabilitation services, Comprehensive Child and Family Treatment (CCFT), Continuous Treatment Team (CTT), etc.).
- The treating provider is to ensure fidelity to the model of the service being delivered audio-only.
- The provider is to plan for managing emergencies as well as consider the kinds of issues that might indicate audio-only therapy is not working for a particular individual.
- For group counseling and/or psychosocial groups, the provider is to:
  - Encourage participants to locate themselves in a private room in their home or dwelling;
  - Ensure the participants understand that their privacy cannot be guaranteed as the leaders cannot control who else in the home or dwelling may overhear the discussions;
  - Consider developing a confidentiality policy for telehealth groups, which may include guidance such as using ear buds or headphones and prohibiting any recording of the session;
  - If the session is 100% audio-only, consider smaller number of participants given limited ability to identify visual indicators of distress; and
  - For Intensive Outpatient Treatment (IOP) or Partial Hospitalization Program (PHP), these may be rendered with multiple one-hour sessions during the day.
The following list is a summary of telehealth services that some payors are allowing – see payor’s allowable telehealth code list in the payor’s section.

- **Professional Fees** such as emergency department visits, initial and subsequent observation and observation discharge day management, initial and subsequent hospital care and hospital discharge day management, critical care services, initial and continuing intensive care services, etc.
- **Diabetes management training** (individual & group) and **individual medical nutritional** (initial and subsequent) are allowed by most payors. CMS, along with many other payors, considers Registered Dietitians and Nutritional Professionals as eligible telehealth clinicians.
- **Facility Fees**: If the patient is not coming into the hospital, you cannot bill your normal facility fee, except for Medicare.
  - Effective April 30th, 2020, Medicare is allowing hospitals to bill as the originating site for telehealth services furnished by hospital-based practitioners to Medicare patients registered as hospital outpatients, including when the patient is located at home.

**Commercial Billing:**
- **Professional (1500 Form)**: Utilize POS and modifiers as notated in each payor section.
- **Facility (UB Form)**: Utilize modifiers, revenue codes, and/or condition codes as notated in each payor section.

**Medicare Billing:**

- **Professional Services**:
  - **PPS Professional Fees (1500 Form)**: When a physician or nonphysician practitioner who typically furnishes professional services in a hospital outpatient department furnishes telehealth services during the COVID-19 PHE, including when the patient is at home, then bill with a hospital outpatient POS with modifier 95. The physician is paid under the physician fee schedule (PFS) at the facility rate.
  - **Method II CAH (UB Form)**: Utilize modifier GT when a physician performs services within the hospital outpatient department.

- **Facility (UB Form)**: CMS-5531-IFC specifically outlines appropriate billing for hospitals during the COVID-19 pandemic.
  - **CAHs**: The extraordinary circumstances policy in CMS-5531-IFC only applies to PPS hospitals and to services paid on OPPS. It does not apply to CAHs.
    - **CAH PT/OT/ST**: Append modifier 95 if therapy services are provided via telehealth.
  - **PPS Hospitals**:
    - Hospital OP services reimbursed at the OPPS rate (i.e. diabetic management services, behavioral health, etc.), have the following choices:
      - Utilize the extraordinary circumstances policy, appending a PO modifier reimbursed at the OPPS rate.
      - Not utilize the extraordinary circumstances policy appending a PN modifier and DR condition code which is reimbursed a using the Physician Fee Schedule (PFS).

For details on the requirements to utilize either option, including notification requirements to CMS, see the following link: [https://www.cms.gov/files/document/covid-medicare-and-medicaid-ifc2.pdf](https://www.cms.gov/files/document/covid-medicare-and-medicaid-ifc2.pdf)

**Medicare FAQ:**
- **Question**: When hospital clinical staff furnish a service using telecommunication technology to the patient who is a registered outpatient of the hospital and the hospital makes the patient’s home provider-based to the hospital as a temporary expansion site, should the hospital bill using the telehealth modifier (modifier 95)?
- **Answer**: No. In this situation the hospital is furnishing an outpatient hospital service, not a telehealth service, to a patient in a temporarily relocated department of the hospital as discussed at 85 FR 27560. Accordingly, the hospital would bill as it ordinarily would bill and would include the DR condition code or CR condition code (as applicable) on the
Virtual visits for physical therapy, occupational therapy, and speech therapy have been a point of confusion for many hospitals and stand-alone therapists. The two main points of confusion are:

**Originating Site:** During the COVID-19 PHE, if the beneficiary’s home or temporary expansion site is considered to be a provider-based department of the hospital, and the beneficiary is registered as an outpatient of the hospital for purposes of receiving telehealth services billed by the physician or practitioner, the hospital may bill under the PFS for the originating site facility fee associated with the telehealth service.
1.) If physical, occupational, and speech therapists are considered by the payor a provider qualified to perform telehealth services.
2.) If hospital-based physical, occupational, and speech therapists that bill for services on a UB-04 under the hospital NPI can perform virtual visits.

See the below matrix to determine what virtual visit codes therapists can bill. Telephone codes are not represented within the below matrix, as most payors have determined that PT/OT/ST services must be furnished via an audiovisual connection.

Note-Since most major payors allow for PT/OT/ST codes to be performed utilizing telehealth, our recommendation would be to utilize those codes where possible over the E-Visit codes due to reimbursement variances.

<table>
<thead>
<tr>
<th>Payor</th>
<th>Telehealth Codes</th>
<th>E-Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna</td>
<td>ALLOWABLE</td>
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<tr>
<td></td>
<td></td>
<td>UB FORM-UNCLEAR</td>
</tr>
<tr>
<td>BCBS TN</td>
<td>ALLOWABLE</td>
<td>NOT ALLOWABLE</td>
</tr>
<tr>
<td>Cigna</td>
<td>CONDITIONAL</td>
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<td>Allowable on 1500 form only</td>
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<tr>
<td>Medica</td>
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<td></td>
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<td>UB FORM-UNCLEAR</td>
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<tr>
<td>Medicare</td>
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<td>Medicaid</td>
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</tr>
<tr>
<td>UHC</td>
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<td>1500 FORM-ALLOWABLE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>UB FORM-NOT ALLOWABLE</td>
</tr>
</tbody>
</table>

**HIPAA COMPLIANT SOFTWARE**

The Office of Civil Rights (OCR) has issued the below statement, and therefore Medicare and most other payors are allowing non-HIPAA compliant software to be used for virtual visits. However, some payors have still not waived this as requirement for payment. Refer to the HIPAA compliant statement within each payor section, or if the payor is not listed within this guide, reach out to the payor to verify their telehealth platform requirements.

Please note that public facing platforms are NOT allowed, such as Facebook Live, TikTok, Snapchat, etc.

The Office for Civil Rights (OCR) at the Department of Health and Human Services (HHS) is responsible for enforcing certain regulations issued under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as amended by

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the Health Information Technology for Economic and Clinical Health (HITECH) Act, to protect the privacy and security of protected health information, namely the HIPAA Privacy, Security and Breach Notification Rules (the HIPAA Rules).

During the COVID-19 national emergency, which also constitutes a nationwide public health emergency, covered health care providers subject to the HIPAA Rules may seek to communicate with patients, and provide telehealth services, through remote communications technologies. Some of these technologies, and the manner in which they are used by HIPAA covered health care providers, may not fully comply with the requirements of the HIPAA Rules.


REFERENCES & RESOURCES

Aetna:
https://navinet.navimedix.com/
https://www.aetna.com/individuals-families/member-rights-resources/covid19.html

Amerigroup:

BCBS TN/BlueCare:
https://bcbstupdates.com/bc-provider-faq/
https://bcbstupdates.com/provider-faq/

HHS
https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/index.html

Cigna:

CMS:
https://www.cms.gov/index.php/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes

Medica:
https://www.medica.com/providers

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