

# Virtual Visit & Reimbursement Guide

## TENNESSEE

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### Definition:

There are two 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.

### 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

- 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)

### Modifiers

#### **Synchronous Telehealth Modifiers:**

- **95:** synchronous telemedicine service rendered via real-time Interactive audio and video telecommunications system
- **GT:** Via interactive audio and video telecommunication systems
- **G0:** Telehealth services furnished for purposes of diagnosis, evaluation, or treatment of symptoms of an acute stroke
- **FQ:** The service was furnished using audio-only communication technology.
- **93:** Synchronous telemedicine service rendered via telephone or other real-time interactive audio-only telecommunications system

#### **Asynchronous Telehealth Modifier:**

- **GQ:** Via an asynchronous telecommunications system

### 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.
- HIPAA compliant platform

### 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:**

- line 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
- 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 an 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
- 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.
- 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.

# PAYOR MATRIX

PAYOR	E-VISIT	TELEHEALTH <i>No Originating Site Restriction</i>	VIRTUAL CHECK-IN	TELEPHONE
<b>AETNA</b>	<b>ALLOWABLE</b>  99421-99423 98970 -98972 G2061-G2063	<b>ALLOWABLE</b>  <u>Allowable Codes:</u> Telehealth Eligible Code <u>POS:</u> 02 <u>Modifier:</u> GT, 95, FR, 93 or FQ	<b>ALLOWABLE</b>  G2010 G2012	<b>ALLOWABLE</b>  99441-99443 98966-98968
<b>AMERIGROUP</b>	<b>CONDITIONAL</b>  Check Fee Schedule	<b>ALLOWABLE</b>  <u>Allowable Codes:</u> Provider's Fee Schedule Codes <u>Modifier</u> GT or 95 <u>POS</u> 02 or 10	<b>CONDITIONAL</b>  Check Fee Schedule	<b>CONDITIONAL</b>  Check Fee Schedule
<b>BCBS TN</b>	<b>ALLOWABLE</b>  99421-99423	<b>ALLOWABLE</b>  <u>Allowable Codes:</u> Provider's Fee Schedule Codes <u>Modifier</u> 95 <u>POS</u> 02, 10, or in-person.	<b>ALLOWABLE</b>  G2010, G2012	<b>ALLOWABLE</b>  99441-99443
<b>BLUECARE</b>	<b>ALLOWABLE</b>  99421-99423	<b>ALLOWABLE</b>  <u>Allowable Codes:</u> Provider's Fee Schedule Codes <u>Modifier</u> 95 <u>POS</u> 02, 10, or in-person.	<b>ALLOWABLE</b>  G2010, G2012	<b>ALLOWABLE</b>  99441-99443
<b>CIGNA</b>	<b>NOT ALLOWABLE</b>	<b>ALLOWABLE</b>  <u>Allowable Codes:</u> Telehealth Eligible Code <u>POS:</u> 02 <u>Modifier:</u> 95, GT, 93, FQ	<b>ALLOWABLE</b>  G2012	<b>ALLOWABLE</b>  99441-99443
<b>MEDICA*</b> *Excludes MHCP Members	<b>ALLOWABLE</b>  99421-99423 98970 -98972 G2061-G2063	<b>ALLOWABLE</b>  <u>Allowable Codes:</u> Telehealth Eligible Code <u>POS:</u> 02 or 10 <u>Modifier:</u> GT, 95, 93, or FQ	<b>ALLOWABLE</b>  G2010 G2012	<b>ALLOWABLE</b>  99441-99443 98966-98968
<b>MEDICARE</b>	<b>ALLOWABLE</b>  99421-99423 G2061-G2063 RHC: G0071	<b>ALLOWABLE</b>  <u>Allowable Codes:</u> Telehealth Eligible Code <u>POS:</u> 02 or 10 <u>Modifier:</u> Hospital Based Provider-95 Audio Only-93 <u>Method II:</u> Modifier GT <u>RHC:</u> G2025	<b>ALLOWABLE</b>  G2010 G2012 G2250-G2252 RHC: G0071	<b>ALLOWABLE</b>  99441-99443 98966-98968 Modifier 95 RHC: G2025
<b>UHC COMMUNITY PLAN OF TN</b>	<b>ALLOWABLE</b>  99421-99423 98970 -98972	<b>ALLOWABLE</b>  <u>Allowable Codes:</u> Telehealth Eligible Code <u>POS:</u> 02 or 10 <u>Modifier:</u> 95 or GT	<b>ALLOWABLE</b>  G2010 G2012	<b>NOT ALLOWABLE</b>

<b>UHC COMMERICAL</b>	<b>ALLOWABLE</b>  99421-99423 98970 -98972	<b>ALLOWABLE</b>  <u>Allowable Codes:</u> Telehealth Eligible Code <u>POS:</u> 02 or 10 <u>Modifier:</u> 95 or GT	<b>ALLOWABLE</b>  G2010 G2012 G2250-G2252	<b>ALLOWABLE</b>  99441-99443
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# PAYOR GUIDELINES

AETNA

## Payor Specific Key Points

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

#### *Allowable Codes:*

- **E-Visits:** Not allowable
- **Telephone:** Not allowable
- **Virtual Check-Ins:** Not allowable

### Remote Patient Monitoring:

#### *Allowable Codes:*

- 98975, 98976, 98977, 98978, 98980, 98981, 99453, 99454, 99457, 99458

### Telehealth:

#### *Allowable Services:*

See table below for allowable code set

#### *Audio Only Services:*

Designated codes, highlighted in blue in the below “Telehealth Allowable Codes” matrix, can be performed via an audio only connection

#### *Modifiers/POS:*

- **POS 02**
- **Modifier GT, 95, FR, G0**
  - If audio only allowable code, POS 02 with modifier FQ or 93
  - If asynchronous telecommunication, modifier GQ

#### *Direct Patient Contact:*

Unless listed as a covered service, medical services that do not include direct in-person patient contact are not payable

#### *Not Reimbursable:*

- Care Plan Oversight
- Concierge Medicine (boutique medicine)
- Missed appointments

#### *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

## AETNA ELIGIBLE TELEHEALTH CODES

### Telehealth Allowable Codes

90785	90791	90792	90832	90833	90834	90836	90837	90838	90839	90840	90845	90846	90847
90849	90853	90863	90951	90952	90954	90955	90957	90958	90960	90961	90963	90964	90965
90966	90967	90968	90969	90970	92227	92228	92507	92508	92521	92522	92523	92524	92526
92601	92602	92603	92604	93228	93229	93268	93270	93271	93272	94664	96040	96105	96110
96112	96113	96116	96121	96125	96127	96130	96131	96132	96133	96136	96137	96138	96139
96156	96158	96159	96160	96161	96164	96165	96167	96168	96170	96171	97110	97112	97116
97129	97130	97151	97153	97155	97156	97157	97161	97162	97163	97164	97165	97166	97167
97168	97530	97535	97750	97755	97760	97761	97802	97803	97804	98960	98961	98962	99202
99203	99204	99205	99211	99212	99213	99214	99215	99231	99232	99233	99252	99253	99254
99255	99307	99308	99309	99310	99406	99407	99408	99409	99417	99418	99446	99447	99448

99449	99451	99452	99483	99495	99496	99497	99498	C7900	C7901	C7902	G0108	G0109	G0270
G0296	G0316	G0317	G0318	G0396	G0397	G0406	G0407	G0408	G0410	G0425	G0426	G0427	G0438
G0439	G0442	G0443	G0444	G0445	G0447	G0459	G0506	G0508	G0509	G0513	G0514	G2086	G2087
G2088	G2212	G3002	G3003	H0015	H0035	H0038	H2012	H2036	S9443	S9480			

Cells Highlighted in Yellow do **NOT** Require a Modifier  
Codes in Blue are Allowable via an audio only connection

## Payor Specific Key Points

### E-Visits/Telephone/Virtual Check-In:

#### *Allowable Codes:*

- **E-Visits:** 98970-98972, 99421-99423, 99444, 99458
- **Telephone:** 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

### 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)

To find out telehealth specific recommendations on the above measures, visit BCBS TN's Telehealth Guide at: <https://www.bcbst.com/docs/providers/quality-initiatives/quality-care-measures-booklet.pdf>

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

Measure	Telehealth (interactive audio/video)	Telephonic	Online Assessment (e-visit/virtual check-in)
<b>ADD-E* – Initiation</b>	C	C	—
<b>ADD-E* – Continuation and Maintenance</b>	C	C	C
<b>APP</b>	C	—	—
<b>CBP</b>	C	C	C
<b>BPD</b>	C	C	C
<b>FUH</b>	C	C	—
<b>FUM</b>	C	C	C
<b>FUA</b>	C	C	C
<b>FUI</b>	C	C	C
<b>IET – Initiation</b>	C	C	C
<b>IET – Engagement</b>	C	C	C

Source BCBS TN: <https://www.bcbst.com/docs/providers/quality-initiatives/quality-care-measures-booklet.pdf>

#### **Audio Only:**

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*

#### **Modifiers/POS:**

- **POS** 02 or 10 OR POS utilized for in person visit w/ modifier 95
- **Modifier** GT, 93, 95, or GQ, FQ, or FR for informational purposes

#### **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.

#### **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.

## Payor Specific Key Points

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

#### *Allowable Codes:*

- **E-Visits:** Not Allowable
- **Telephone:** 99441-99443
- **Virtual Check-Ins:** G2012

### Interprofessional Consultations:

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
- [Detailed Medical Policy for Conditions Allowed via RPM](#)

### Telehealth Medical:

#### *Allowable Services:*

See below table for allowable medical telehealth codes

#### *Audio Only:*

An audiovisual connection is required except for telephone 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.

- 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.

#### **Modifiers/POS:**

- **POS 02**
  - Do not bill POS 10 until further notice
- **Modifier 95, GT, GQ, 93 or FQ**

#### **Provider Type:**

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

#### **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.

**CIGNA MEDICAL ELIGIBLE VIRTUAL CODES**

90951	90952	90953	90954	90955	90956	90957	90958	90959	90960	90961	90962	90963
90964	90965	90966	90967	90968	90969	90970	92507	92508	92521	92522	92523	92524
92601	92602	92603	92604	96040	96112	96113	96116	96156	96158	96159	96160	96161
96164	96165	96167	96168	97110	97112	97161	97162	97163	97164	97165	97166	97167
97168	97530	97755	97760	97761	97802	97803	97804	92202	92203	99204	99205	99211
99212	99213	99214	99215	99406	99407	99408	99409	99441	99442	99443	99495	99496
99497	99498	G0108	G0151	G0152	G0153	G0155	G0157	G0158	G0270	G0296	G0299	G0300
G0396	G0397	G0438	G0439	G0442	G0443	G0444	G0445	G0446	G0447	G0493	G0513	G0514
G2012	S9123	S9128	S9129	S9131	S9152	99446	99447	99448	99449	99451	99452	99091
99453	99454	99457	99458	99473	99474	99381	99382	99833	99384	99385	99386	99387
99391	99392	99393	99394	99395	99396	99397	99401	99402	99403	99404	99411	99412

**NON-REIMBURSABLE CODES REGARDLESS OF MODIFIER**

98966	98967	98968	98970	98971	98972	99421	99422	99423	G0406	G0407	G0408	G0425
G0426	G0427	G0459	G0508	G0509	G2025	Q3014	S0320	T1014				

**CIGNA BEHAVIORAL HEALTH ELIGIBLE VIRTUAL CODES**

90785	90791	90792	90832	90833	90834	90836	90837	90838	90839	90840	90845	90846
90847	90849	90853	90863	90875	90876	90880	96110	96127	916156	96158	96159	96164
96165	96167	96168	96170	96171	97151	97152	97153	97154	97155	97156	97157	97158
99058	99078	99202	99203	99204	99205	99211	99212	99213	99214	99215	99217	99218
99219	99220	99221	99222	99223	99224	99225	99226	99231	99232	99233	99234	99235
99236	99238	99239	99281	99282	99283	99284	99285	99304	99305	99306	99307	99308
99309	99310	99315	99316	99318	99324	99325	99326	99327	99328	99334	99335	99336
99337	99354	99335	99336	99337	93354	99355	99356	99357	99404	99408	99409	99415
99416	99417	99441	99442	99443	99446	99447	99448	99449	99456	994484	99495	99496
0591T	0592T	G0410	H0015	H0035	H0038	H2011	S0201	S9480				

## Payor Specific Key Points:

### 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

### Telehealth:

#### *Synchronous Telehealth Allowable Codes:*

See table below for specific codes.

- **Wellness Visits:** Medica will temporarily allow preventive care services, CPT 99381-99387 and 99391-99397, to be provided via telehealth services. Providers may perform all, or portions of, a preventive medicine visit that can be done so appropriately via telehealth services. Services that require face-to-face interaction may be provided later, however, providers may only bill one preventive medicine code to cover both the portion done via telehealth and any necessary face-to-face interaction associated with the preventive care service.
- **Behavioral Health:** Allowable services:
  - Services recognized by the Centers for Medicare and Medicaid Services (CMS), and
  - Services recognized by the American Medical Association (AMA) included in Appendix P of the CPT code set, and
  - Additional services identified by Optum behavioral health that can be effectively performed via Telehealth

#### *Store and Forward Telehealth:*

Medica allows asynchronous (store and forward) telehealth. Utilize modifier GQ. Medical information may include without limitation: video clips, still images, X-rays, MRIs, EKGs, laboratory results, audio clips and text. The physician at the distant site reviews the case without the member being present. Store and Forward substitutes for an interactive encounter with the member present (i.e., the member is not present in real-time).

#### *Modifiers/POS:*

- **POS** 02 or 10 OR POS code used for an in-person visit
- **Modifier** 95, 93, FQ, G0, GQ, or GT

#### *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.

#### *Originating Sites:*

The following are examples of originating sites: Community mental health center, Critical-access hospital (CAH), End stage renal disease (ESRD) facilities, Home, Hospital (inpatient or outpatient), Hospital or CAH-based renal dialysis center (including satellites), Office of physician or practitioner, Other eligible medical facilities, Other locations as required by applicable state law, Residential substance abuse treatment facility, Rural health clinic (RHC) and federally qualified health center (FQHC), Skilled nursing facility (SNF)

#### *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.

#### *Coverage Limitations:*

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:**

Interactive audio and video communications that permit real-time communication between the distant site physician or practitioner and the member. The services must be of sufficient audio and visual fidelity with clarity and function equivalent to a face-to-face encounter. Audio-only technology on Telehealth Services Code List will be available through December 31, 2024

<b>MEDICA ALLOWABLE TELEHEALTH CODES</b>											
0362T	0373T	77427	90785*	90791*	90792*	90832*	90833*	90834*	90836*	90837*	90838*
90839*	90840*	90845*	90846*	90847*	90853*	90901	90951	90952	90953	90954	90955
90956	90957	90958	90959	90960	9061	90962	90963	90964	90965	90966	90967
90968	90969	90970	92002	92004	92012	92014	92507*	92521*	92522*	92523*	92524*
92526	92550	92552	92553	92555	92556	92557	92563	92565	92567	92568	92570
92587	92588	92601	92602	92603	92604	92607	92608	92609	92610	92625	92626
92627	93750	93797	93798	94002	94003	94004	94625	94626	94464	95970	95971
95972	95983	95984	96105	96112	96113	96116*	96121*	96125	96127*	96130*	96131*
96132*	96133*	96136*	96137*	96138*	96139*	96156*	96158*	96159*	96160*	96161*	96164*
96165*	96167*	96168*	97110	97112	97116	97129	97130	97150	97151	97152	97153
97154	97155	97156	97157	97158	97161	97162	97163	97164	97165	97166	97167
97168	97530	97535*	97537	97542	97750	97755	97760	97761	97763	97802*	97803*
97804*	98966*	98967*	98968*	99202	99203	99204	99205	99211	99212	99213	99214
99215	99221	99222	99223	99231	99232	99233	99234	99235	99236	99238	99239
99281	99284	99285	99291	9992	99304	99305	99306	99307	99308	99309	99310
99315	99316	99341	99342	99344	99345	99347	99348	99349	99350	99406*	99407*
99441*	99442*	99443*	99468	99469	99471	99472	99473	99475	99476	99477	99478
99479	99480	99483	99495	99496	99497*	99498*	G0108*	G0109*	G0270*	G0296*	G0317
G0318	G0396*	G0397*	G0406*	G0407*	G0408*	G0420*	G0421*	G0422	G0423	G0425*	G0426*
G0427*	G0438*	G0439*	G0442*	G0443*	G0444*	G0445*	G0446*	G0447*	G0459*	G0447*	G0459*
G0506*	G0508	G0509	G0513*	G0514*	G2086*	G2087*	G2088*	G2212*	G3002	G3003	G9685
Codes With An * Can Be Performed via an Audio only (Telephone) or Audiovisual Connection											

<b>MEDICA BEHAVIORAL HEALTH TELEHEALTH CODES</b>											
90785	90791	90792	90832	90833	90834	90836	90837	90838	90839	90480	90845
90846	90847	90853	99202	99203	99204	99205	99211	99212	99213	99214	99215
Covered Telehealth Services CPT Codes listed above are not intended as an exhaustive list of all relevant codes											

**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-G2252

***Modifiers:***

**E-Visits & Virtual Check-Ins:** None

**Telephone:** Modifier 95

***Reimbursement:***

Audio-only codes 99441-99443 will be paid at parity with 99212-99214 through December 31<sup>st</sup>, 2024

- Document why patient could not be seen for an audiovisual visit or attend an in-person encounter

**Telehealth:**

***Consolidated Appropriations Act:***

Extends certain telehealth flexibilities for Medicare patients through December 31st, 2024:

- Originating site restriction waiver
- Allows additional telehealth practitioners to include OTs, PTs, SLPs, mental health counselors, and marriage and family therapists
- Audio only telehealth services
- In person requirement for mental health services via telehealth waived
- 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

***Audio Only:***

When 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 31<sup>st</sup>, 2024
- For behavioral or mental telehealth, 2-way, interactive, audio-only technology can be utilized

***Consent:***

Providers may get patient consent at the same time they initially provide the services. Direct supervision isn't required to get consent. In general, auxiliary personnel under general supervision of the billing practitioner can get patient consent for these services.

***Hospital Based Providers:***

Hospitals and other providers of PT, OT, SLP, diabetes self-management training (DSMT) and medical nutrition therapy (MNT) services can continue to bill for telehealth services when provided remotely in the same way they've been during the PHE and the remainder of CY 2023, except that:

- For outpatient hospitals, patients' homes no longer need to be registered as provider-based entities to allow for hospitals to bill for these services
- The 95 modifier is required on claims from all providers, except for Critical Access Hospitals (CAHs) electing Method II (which utilize a GT modifier)

### **Modifiers/POS:**

- **POS:**
  - 02 or 10
- **Modifier:**
  - Use modifier 95 when the clinician is in the hospital and the patient is in the home, as well as for outpatient therapy services provided via telehealth by qualified PTs, OTs, or SLPs through December 31, 2024
- **Mental Health Claims:** POS 02 or 10
  - **Modifier 93** if performed over audio only
  - **RHC/FQHC:** Modifier FQ or 93
- **CAH Method II (UB) Claims:** Modifier GT

### **Patient Location:**

Through December 31st, 2024, there is not an originating site or geographic restriction

### **Mental Health Place of Service:**

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:

- The provider (or another provider in the same practice and subspecialty) has conducted an in-person (non-telehealth) visit within 6 months
- 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
- Through December 31st, 2024, the initial 6 month visit and the in person visit every 12 month requirement is waived

### **Provider Type:**

Physicians, nurse practitioners, physician assistants, nurse midwives, certified nurse anesthetists, clinical psychologists, clinical social workers, registered dietitians, and nutrition professionals

- Through December 31st, 2024, OTs, PTs, SLPs, mental health counselors, and marriage and family therapists may also provide and bill telehealth services

### **Reimbursement:**

Through December 31<sup>st</sup>, 2024, when telehealth services are provided to people in their homes (POS 10), the service will be reimbursed at the non-facility rate. However, if the telehealth service is provided when the patient is not in their home, and POS 02 is utilized, then the service will be reimbursed at the facility rate.

### **Rural Health Clinics & Federally Qualified Health Centers:**

See the RHC and FQHC section for specific billing regulations

### **Supervision:**

Through December 31<sup>st</sup>, 2024, CMS will continue to define direct supervision to permit the presence and immediate availability of the supervising practitioner through real time audio and video interactive telecommunications

### **Teaching Physicians:**

Through December 31<sup>st</sup>, 2024 teaching physicians can use telehealth when the resident provides services in all residency training locations

### **Transmission/ Originating Site Fees:**

Medicare does not reimburse for transmission fees. If applicable, Medicare will reimburse an originating site fee (HCPCS Q3014)

**MEDICARE ELEGIBLE TELEHEALTH CODES**

**2024 Telehealth Codes**

0362T	0373T	0591T	0592T	0593T	77427	90785	90791	90792	90832	90833	90834
90836	90837	90838	90839	90840	90845	90846	90847	90853	90875	90901	90951
90952	90953	90954	90955	90956	90957	90958	90959	90960	90961	90962	90963
90964	90965	90966	90967	90968	90969	90970	92002	92004	92012	92014	92507
92508	92521	92522	92523	92524	92526	92550	92552	92553	92555	92556	92557
92563	92565	92567	92568	92570	92587	92588	92601	92602	92603	92604	92607
92608	92609	92610	92625	92626	92627	93750	93797	93798	94002	94003	94004
94005	94625	94626	94664	95970	95971	95972	95983	95984	96105	96110	96112
96113	96116	96121	96125	96127	96130	96131	96132	96133	96136	96137	96138
96139	96156	96158	96159	96160	96161	96164	96165	96167	96168	96170	96171
97110	97112	97116	97129	97130	97150	97151	97152	97153	97154	97155	97156
97157	97158	97161	97162	97163	97164	97165	97166	97167	97168	97530	97535
97537	97542	97750	97755	97760	97761	97763	97802	97803	97804	98960	98961
98962	98966	98967	98968	99202	99203	99204	99205	99211	99212	99213	99214
99215	99221	99222	99223	99231	99232	99233	99234	99235	99236	99238	99239
99281	99282	99283	99284	99285	99291	99292	99304	99305	99306	99307	99308
99309	99310	99315	99316	99341	99342	99344	99345	99347	99348	99349	99350
99406	99407	99441	99442	99443	99468	99469	99471	99472	99473	99475	99476
99477	99478	99479	99480	99483	99495	99496	99497	99498	G0108	G0109	G0136
G0270	G0296	G0316	G0317	G0318	G0396	G0397	G0406	G0407	G0408	G0410	G0420
G0421	G0422	G0423	G0425	G0426	G0427	G0438	G0439	G0442	G0443	G0444	G0445
G0446	G0447	G0459	G0506	G0508	G0509	G0513	G0514	G2086	G2087	G2088	G2211
G2212	G3002	G3003	G9685								

Codes Highlighted in Blue Can Be Performed via Audio only

**Payor Specific Key Points:****E-Visits/Telephone/Virtual Check Ins:*****Allowable Codes:***

- **E-Visits:** Not Allowed
- **Telephone:** Not Allowed
- **Virtual Check-In:** Not Allowed

***POS/Modifier:***

- POS 02 or 10

**Telehealth:*****Allowable Codes:***

Medically necessary telehealth is covered when delivered by any medical and behavioral health care professional with the below two exclusions:

**Per the Tenn. Code Ann. § 56-7-1002.:**

- Payors will provide coverage under a health insurance policy or contract for covered healthcare services delivered through telehealth
- Reimburse providers for the diagnosis, consultation, and treatment of an insured patient for a healthcare service covered under a health insurance policy or contract that is provided through telehealth without any distinction or consideration of the geographic location or any federal, state, or local designation, or classification of the geographic area where the patient is located
- Will not exclude from coverage a healthcare service solely because it is provided through telehealth and is not provided through an in-person encounter between a healthcare services provider and a patient
- Reimburse healthcare services providers who are out-of-network for telehealth care services under the same reimbursement policies applicable to other out-of-network healthcare services providers.
- Payors will provide coverage for healthcare services provided during a telehealth encounter in a manner that is consistent with what the health insurance policy or contract provides for in-person encounters for the same service and shall reimburse for healthcare services provided during a telehealth encounter without distinction or consideration of the geographic location, or any federal, state, or local designation or classification of the geographic area where the patient is located.

***Modifiers/POS:***

- POS 02
- Modifier 95 or GT.

***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 Tenn. Code Ann. § 56-7-1002, 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.

## **BlueCare**

### **Payor Specific Key Points**

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

##### ***Allowable Codes:***

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

##### ***POS/Modifier:***

POS 02, 10, OR place of service used for an in-person visit with modifier 95

#### **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)
- To find out telehealth specific recommendations on the above measures**, visit BlueCare's Telehealth Guide at: [https://www.bcbst.com/docs/providers/quality-initiatives/BlueCare Tennessee Telehealth Guide.pdf](https://www.bcbst.com/docs/providers/quality-initiatives/BlueCare_Tennessee_Telehealth_Guide.pdf)

##### ***Audio Only:***

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.

##### ***Modifiers/POS:***

- **POS:** 02 or 10 OR POS utilized for in person visit w/ modifier 95
- **Modifier:** Telehealth service modifiers for informational purposes include GT, 93, 95, G0, or GQ

***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:***

Per Tenn. Code Ann. § 56-7-1002, telehealth must be reimbursed at parity to in person services

***Excluded Services:***

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

## Payor Specific Key Points

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

#### *Allowable Codes:*

- **E-Visits:** 99421-99423, G2061-G2063
- **Telephone:** Not Allowed
- **Virtual Check-In:** G2010, G2012
- **Interprofessional Consultation:** 99446-99449, 99451, 99452
- **Remote Patient Monitoring:** 99091, 99453, 99454, 99457-99458, 99473-99474

### Telehealth:

#### *Allowable Codes:*

Medically necessary telehealth is covered when delivered by any medical and behavioral health care professional with the below two exclusions:

- Pain Management Clinic
- Chronic Nonmalignant Pain Treatment Services

#### **Per the Tenn. Code Ann. § 56-7-1002.:**

- Payors will provide coverage under a health insurance policy or contract for covered healthcare services delivered through telehealth
- Reimburse providers for the diagnosis, consultation, and treatment of an insured patient for a healthcare service covered under a health insurance policy or contract that is provided through telehealth without any distinction or consideration of the geographic location or any federal, state, or local designation, or classification of the geographic area where the patient is located
- Will not exclude from coverage a healthcare service solely because it is provided through telehealth and is not provided through an in-person encounter between a healthcare services provider and a patient
- Reimburse healthcare services providers who are out-of-network for telehealth care services under the same reimbursement policies applicable to other out-of-network healthcare services providers.
- Payors will provide coverage for healthcare services provided during a telehealth encounter in a manner that is consistent with what the health insurance policy or contract provides for in-person encounters for the same service and shall reimburse for healthcare services provided during a telehealth encounter without distinction or consideration of the geographic location, or any federal, state, or local designation or classification of the geographic area where the patient is located.

#### *Modifiers/POS:*

- **POS** 10 and 02
- **Modifier** 95, GQ, GT, G0 recognized, but not required

#### *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:*

Per Tenn. Code Ann. § 56-7-1002, telehealth must be reimbursed at parity to in person services

#### *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.

## 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:** 98970-98972, 99421-99423
- **Interprofessional Consultation:** 99446-99449, 99451-99454
- **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:***

- 98975-98978, 98980-98981, 99091, 99457-99458, 99473-99474

***POS/Modifier:***

POS utilized if visit would have in person and no modifier

**Interprofessional Assessment Codes:*****Allowable Codes:***

- 99446-99449, 99451-99454

***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

***Modifiers/POS:***

- **POS** 02 or 10
- **Modifiers** 95, GT, GQ, and G0 are not required to identify telehealth services but are accepted as informational if reported on claims.

***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.

***Patient Location:***

UHC will recognize CMS designated originating sites considered eligible for furnishing telehealth services to a patient located in an originating site.

- Examples of CMS originating sites with a telepresenter: 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.
- 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. Note: Telehealth POS codes 02 and 10 do not apply to originating site facilities reporting code Q3014 and POS codes 02 and 10 should not be reported by an originating site facility if code Q3014 is reported. For POS where code Q3014 is

reported, report the valid POS code reflecting the location of the patient. T1014 is not eligible for payment, UHC considers these services as incidental to the charges associated with the E/M.

**Audio Only Component:**

Telehealth services must be performed over an audiovisual connection, unless audio only allowable code is utilized

- UHC will align with the AMA and will consider for reimbursement the services included in Appendix T of the CPT code set, which are appropriate for reporting real-time, interactive audio-only telehealth, when appended with modifier 93, and reported with POS 02 or 10.
- 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.

UHC ELEGIBLE TELEHEALTH CODES											
0362T	0373T	77427	90785	90791	90792	90832	90833	90834	90836	90837	90838
90839	90840	90845	90846	90847	90853	90863	90875	90901	90951	90952	90953
90954	90955	90956	90957	90958	90959	90960	90961	90962	90963	90964	90965
90966	90967	90968	90969	90970	92002	92004	92012	92014	92227	92228	92507
92508	92521	92522	92523	92524	92526	92550	92552	92553	92555	92556	92557
92563	92565	92567	92568	92570	92587	92588	92601	92602	92603	92604	92607
92608	92609	92610	92625	92626	92627	93228	93229	93268	93270	93271	93272
93750	93797	93798	94002	94003	94004	94005	94625	94626	94664	95970	95971
95972	95983	95984	96040	96105	96110	96112	96113	96116	96121	96125	96127
96130	96131	96132	96133	96136	96137	96138	96139	96156	96158	96159	96160
96161	96164	96165	96167	96168	96170	96171	97110	97112	97116	97129	97130
97150	97151	97152	97153	97154	97155	97156	97157	97158	97161	97162	97163
97164	97165	97166	97167	97168	97530	97535	97537	97542	97750	97755	97760
97761	97763	97802	97803	97804	98960	98961	98962	98966	98967	98968	99202
99203	99204	99205	99211	99212	99213	99214	99215	99221	99222	99223	99231
99232	99233	99234	99235	99236	99238	99239	99281	99282	99283	99384	99285
99291	99292	99304	99305	99306	99307	99308	99309	99310	99315	99316	99341
99342	99344	99345	99347	99348	99349	99350	99406	99407	99408	99409	99417
99418	99441	99442	99443	99468	99469	99471	99472	99473	99475	99476	99477
99478	99479	99480	99483	99495	99496	99497	99498	G0108	G0109	G0136	G0270
G0296	G0316	G0317	G0318	G0396	G0397	G0406	G0407	G0408	G0410	G0420	G0421
G0422	G0423	G0425	G0426	G0427	G0438	G0439	G0442	G0443	G0444	G0445	G0446
G0447	G0459	G0506	G0508	G0509	G0513	G0514	G2086	G2087	G2088	G2211	G2212
G3002	G3003	G9481	G9482	G9483	G9484	G9485	G9486	G9487	G9488	G9489	G9685
G9978	G9979	G9980	G9981	G9982	G9983	G9984	G9985	G9986			

PT/OT/ST											
92507	92521	92522	92523	92524	97110	97112	97116	97161	97162	97163	97164
97165	97166	97167	97168	97535	97750	97755	97760	97761			

**AUDIO ONLY CODES**

90785	90791	90792	90832	90833	90834	90836	90837	90838	90839	90840	90845
90846	90847	92507	92508	92521	92522	92523	92524	96040	96110	96116	96121
96156	96158	96159	96160	96161	96164	96165	96167	96168	96170	96171	97802
97803	97804	99406	99407	99408	99409	99497	99498				

### 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 31<sup>st</sup>, 2024, under the Consolidated Appropriations Act

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

#### *Virtual Check-Ins & E-Visits:*

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 2024 the rate is set at \$ \$12.93
- **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

#### *Telephone Services:*

Until December 31<sup>st</sup>, 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.

### RHC General Care Management:

#### *General Care Management (HCPCS G0511) Services:*

- Remote Physiologic Monitoring
- Remote Therapeutic Monitoring
- Community Health Integration
- Principal Illness Navigation
- Chronic Care Management
- Behavioral Health Integration

#### *Reimbursement:*

- Methodology to calculate the payment rate for the general care management HCPCS code G0511 takes account how frequently the various services are utilized along with payment averages
- 2024 Rate: \$72.98

### Telehealth:

#### *Consolidated Appropriations Act:*

Extends certain telehealth flexibilities for Medicare patients until December 31<sup>st</sup>, 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

### **Billing:**

- **HCPCS:** G2025
- **POS:**
  - **Through December 31<sup>st</sup>, 2024:** POS that would have been used if the visit were provided in person
- **Modifier:** 95 (Optional)
- **Mental Health Claims:** POS 02 or 10 and modifier FQ if performed via audio only

### **Mental Health Services:**

- CMS will permanently allow mental health telehealth services performed by an RHC/FQHC
- 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 31<sup>st</sup>, 2024, the initial 6 month visit and the in person visit every 12 month requirement is waived

### **Provider Type:**

Physicians, nurse practitioners, physician assistants, nurse midwives, certified nurse anesthetists, clinical psychologists, clinical social workers, registered dietitians, and nutrition professionals

- Through December 31<sup>st</sup>, 2024, all providers who are eligible to bill Medicare for professional services can provide distant site telehealth

### **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 2024 the rate is \$95.37

### **Transmission/ Originating Site Fees:**

Medicare does not reimburse 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.

### **Audio Only:**

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.

- 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

**Payor Specific Key Points:****E-Visits/Telephone/Virtual Check Ins:*****Allowable Codes:***

- **E-Visits:** Not Allowed
- **Telephone:** Not Allowed
- **Virtual Check-In:** Not Allowed

***POS/Modifier:***

- POS 02 or 10

**Telehealth:*****Allowable Codes:***

Medically necessary telehealth is covered when delivered by any medical and behavioral health care professional with the below two exclusions:

**Per the Tenn. Code Ann. § 56-7-1002.:**

- Payors will provide coverage under a health insurance policy or contract for covered healthcare services delivered through telehealth
- Reimburse providers for the diagnosis, consultation, and treatment of an insured patient for a healthcare service covered under a health insurance policy or contract that is provided through telehealth without any distinction or consideration of the geographic location or any federal, state, or local designation, or classification of the geographic area where the patient is located
- Will not exclude from coverage a healthcare service solely because it is provided through telehealth and is not provided through an in-person encounter between a healthcare services provider and a patient
- Reimburse healthcare services providers who are out-of-network for telehealth care services under the same reimbursement policies applicable to other out-of-network healthcare services providers.
- Payors will provide coverage for healthcare services provided during a telehealth encounter in a manner that is consistent with what the health insurance policy or contract provides for in-person encounters for the same service and shall reimburse for healthcare services provided during a telehealth encounter without distinction or consideration of the geographic location, or any federal, state, or local designation or classification of the geographic area where the patient is located.

***Modifiers/POS:***

- POS 02
- Modifier 95 or GT.

***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 Tenn. Code Ann. § 56-7-1002, 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.

## **BlueCare**

### **Payor Specific Key Points**

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

##### **Allowable Codes:**

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

##### **POS/Modifier:**

POS 02, 10, OR place of service used for an in-person visit with modifier 95

#### **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)
- To find out telehealth specific recommendations on the above measures**, visit BlueCare's Telehealth Guide at: [https://www.bcbst.com/docs/providers/quality-initiatives/BlueCare Tennessee Telehealth Guide.pdf](https://www.bcbst.com/docs/providers/quality-initiatives/BlueCare_Tennessee_Telehealth_Guide.pdf)

##### **Audio Only:**

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.

##### **Modifiers/POS:**

- **POS:** 02 or 10 OR POS utilized for in person visit w/ modifier 95
- **Modifier:** Telehealth service modifiers for informational purposes include GT, 93, 95, G0, or GQ



***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:***

Per Tenn. Code Ann. § 56-7-1002, telehealth must be reimbursed at parity to in person services

***Excluded Services:***

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

## Payor Specific Key Points

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

#### *Allowable Codes:*

- **E-Visits:** 99421-99423, G2061-G2063
- **Telephone:** Not Allowed
- **Virtual Check-In:** G2010, G2012
- **Interprofessional Consultation:** 99446-99449, 99451, 99452
- **Remote Patient Monitoring:** 99091, 99453, 99454, 99457-99458, 99473-99474

### Telehealth:

#### *Allowable Codes:*

Medically necessary telehealth is covered when delivered by any medical and behavioral health care professional with the below two exclusions:

- Pain Management Clinic
- Chronic Nonmalignant Pain Treatment Services

#### **Per the Tenn. Code Ann. § 56-7-1002.:**

- Payors will provide coverage under a health insurance policy or contract for covered healthcare services delivered through telehealth
- Reimburse providers for the diagnosis, consultation, and treatment of an insured patient for a healthcare service covered under a health insurance policy or contract that is provided through telehealth without any distinction or consideration of the geographic location or any federal, state, or local designation, or classification of the geographic area where the patient is located
- Will not exclude from coverage a healthcare service solely because it is provided through telehealth and is not provided through an in-person encounter between a healthcare services provider and a patient
- Reimburse healthcare services providers who are out-of-network for telehealth care services under the same reimbursement policies applicable to other out-of-network healthcare services providers.
- Payors will provide coverage for healthcare services provided during a telehealth encounter in a manner that is consistent with what the health insurance policy or contract provides for in-person encounters for the same service and shall reimburse for healthcare services provided during a telehealth encounter without distinction or consideration of the geographic location, or any federal, state, or local designation or classification of the geographic area where the patient is located.

#### *Modifiers/POS:*

- **POS** 10 and 02
- **Modifier** 95, GQ, GT, G0 recognized, but not required

#### *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:*

Per Tenn. Code Ann. § 56-7-1002, telehealth must be reimbursed at parity to in person services

#### *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.

## 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.

## HIPAA COMPLIANT SOFTWARE

On April 11, 2023, OCR announced that the HIPAA compliant software enforcement discretion will expire at 11:59 p.m. on May 11, 2023, due the expiration of the COVID-19 PHE. For all payors a HIPAA compliant software is now required.

# REFERENCES & RESOURCES

## **Aetna:**

<https://www.availity.com/>

## **Amerigroup:**

[https://providers.amerigroup.com/Public%20Documents/TNTN\\_PU\\_TalkingPointsCOVID19.pdf](https://providers.amerigroup.com/Public%20Documents/TNTN_PU_TalkingPointsCOVID19.pdf)

## **BCBS TN/ BlueCare:**

<https://provider.bcbst.com/tools-resources/manuals-policies-guidelines/>

## **Cigna:**

[https://static.cigna.com/assets/chcp/secure/pdf/resourceLibrary/clinReimPolsModifiers/Notifications/R31\\_Virtual\\_Care.pdf](https://static.cigna.com/assets/chcp/secure/pdf/resourceLibrary/clinReimPolsModifiers/Notifications/R31_Virtual_Care.pdf)

## **CMS:**

<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/TelehealthSrvcsfctshst.pdf>

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

## **Medica:**

<https://www.medica.com/providers>

<https://www.medica.com/-/media/documents/provider/emergency-telemedicine-policy-excluding-mhcp.pdf?la=en&hash=D154D75363E094EB8C24010607883665>

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