

# Virtual Visit & Reimbursement Guide

## ARKANSAS

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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:**

#### **Synchronous Audio/Video CPT Codes:**

- **98000:** Synchronous audio-video visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and straightforward medical decision making. When using total time on the date of the encounter for code selection, 15 minutes must be met or exceeded
- **98001:** Synchronous audio-video visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and low medical decision making. When using total time on the date of the encounter for code selection, 30 minutes must be met or exceeded
- **98002:** Synchronous audio-video visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and moderate medical decision making. When using total time on the date of the encounter for code selection, 45 minutes must be met or exceeded
- **98003:** Synchronous audio-video visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and high medical decision making. When using total time on the date of the encounter for code selection, 60 minutes must be met or exceeded
- **98004:** Synchronous audio-video visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and straightforward medical decision making. When using total time on the date of the encounter for code selection, 10 minutes must be met or exceeded
- **98005:** Synchronous audio-video visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and low medical decision making. When using total time on the date of the encounter for code selection, 20 minutes must be met or exceeded
- **98006:** Synchronous audio-video visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and moderate medical decision making. When using total time on the date of the encounter for code selection, 30 minutes must be met or exceeded
- **98007:** Synchronous audio-video visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and high medical decision making. When using total time on the date of the encounter for code selection, 40 minutes must be met or exceeded

Other CPT/HCPCS are often eligible to be reported via synchronous audio/video telehealth (refer to payor guidelines section for specific code sets)

#### **Synchronous Audio-Only CPT Codes:**

- **98008:** Synchronous audio-only visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination, straightforward medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 15 minutes must be met or exceeded
- **98009:** Synchronous audio-only visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination, low medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 30 minutes must be met or exceeded
- **98010:** Synchronous audio-only visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination, moderate medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 45 minutes must be met or exceeded
- **98011:** Synchronous audio-only visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination, high medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 60 minutes must be met or exceeded

- **98012:** Synchronous audio-only visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination, straightforward medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 10 minutes must be exceeded
- **98013:** Synchronous audio-only visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination, low medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 20 minutes must be met or exceeded
- **98014:** Synchronous audio-only visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination, moderate medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 30 minutes must be met or exceeded
- **98015:** Synchronous audio-only visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination, high medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 40 minutes must be met or exceeded

### **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:**

- Must be initiated by the patient
- Communication must be a direct interaction between the patient and the healthcare professional
- HIPAA compliant platform must be utilized

#### **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, and the length of the call. Obtain 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:** Nonphysician qualified healthcare professional online digital assessment and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10 minutes
- **G2062/98971:** Nonphysician qualified healthcare professional online digital assessment and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 11-20 minutes
- **G2063/98972:** Nonphysician qualified healthcare professional online digital assessment and management, for an established patient, for up to 7 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
- 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:**

- **98016:** Brief communication technology-based service (eg, 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 evaluation and management service provided within the previous 7 days nor leading to an evaluation and management 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 assessment and management service provided by a nonphysician qualified health care professional via audio telecommunication

### CPT/HCPCS Codes:

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

### Reporting Criteria:

- Call must be initiated by the patient
- 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
- The patient must be established

### 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 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

| PAOR                                  | E-VISIT   | TELEHEALTH-AUDIO/VIDEO   | TELEHEALTH-AUDIO ONLY  | VIRTUAL CHECK-IN                                 |
|---------------------------------------|---|--|--|--|
| AETNA                                 | CONDITIONAL<br><br>Check Contracted Fee Schedule            | ALLOWABLE<br><br><u>Allowable Codes:</u> Telehealth Eligible Code<br><u>POS:</u> 02 or 10<br><u>Modifier:</u> GT, 95, FR   | ALLOWABLE<br><br><u>Allowable Codes:</u> Audio Only Telehealth Eligible Code<br><u>POS:</u> 02 or 10<br><u>Modifier:</u> 93, FQ  | CONDITIONAL<br><br>Check Contracted Fee Schedule |
| BCBS                                  | ALLOWABLE<br><br>99421-99423                                | ALLOWABLE<br><br><u>Allowable Codes:</u> Telehealth Eligible Code<br><u>POS:</u> 02<br><u>Modifier:</u> GT or 95   | ALLOWABLE<br><br><u>Allowable Codes:</u> Telehealth Eligible Code<br><u>POS:</u> 02<br><u>Modifier:</u> 93   | NOT ALLOWABLE                                    |
| CIGNA                                 | NOT ALLOWABLE   | ALLOWABLE<br><br><u>Allowable Codes:</u> Telehealth Eligible Code<br><u>POS:</u> 02<br><u>Modifier:</u> 95, GT   | ALLOWABLE<br><br><u>Allowable Codes:</u> CPT 98008-98015<br><u>POS:</u> 02<br><u>Modifier:</u> Not Required  | ALLOWABLE<br><br>98016                           |
| MEDICA*<br><br>*Excludes HCPC Members | ALLOWABLE<br><br>99421-99423<br>98970 -98972<br>G2061-G2063 | ALLOWABLE<br><br><u>Allowable Codes:</u> Telehealth Eligible Code<br><u>POS:</u> 02 or 10<br><u>Modifier:</u> GT, 95   | ALLOWABLE<br><br><u>Allowable Codes:</u> Telehealth Eligible Code<br><u>POS:</u> 02 or 10<br><u>Modifier:</u> 93, FQ   | ALLOWABLE<br><br>G2010<br>98016                  |
| MEDICARE                              | ALLOWABLE<br><br>99421-99423<br>G2061-G2063<br>RHC: G0071   | ALLOWABLE<br><br><u>Allowable Codes:</u> Telehealth Eligible Code<br><u>POS:</u> 02 or 10<br><u>Modifier:</u> Hospital Based Provider-95<br><br><u>Method II:</u> Modifier GT<br><u>RHC:</u> G2025 | ALLOWABLE<br><br><u>Allowable Codes:</u> Telehealth Eligible Code<br><u>POS:</u> 02 or 10<br><u>Modifier:</u> 93<br><br><u>Method II:</u> Modifier GT<br><u>RHC:</u> G2025 | ALLOWABLE<br><br>98016<br>G2010<br>G2250-G2252   |
| MEDICAID                              | NOT ALLOWABLE   | ALLOWABLE<br><br><u>Allowable Codes:</u> Medically Necessary Code<br><u>POS:</u> 02 or 10  | ALLOWABLE<br><br><u>Allowable Codes:</u> Medically Necessary Code<br><u>POS:</u> 02 or 10  | NOT ALLOWABLE                                    |
| UHC COMMERCIAL                        | ALLOWABLE<br><br>99421-99423<br>98970 -98972                | ALLOWABLE<br><br><u>Allowable Codes:</u> Telehealth Eligible Code<br><u>POS:</u> 02 or 10<br><u>Modifier:</u> 95 or GT   | ALLOWABLE<br><br><u>Allowable Codes:</u> Audio Only Telehealth Eligible Code<br><u>POS:</u> 02 or 10<br><u>Modifier:</u> 93  | ALLOWABLE<br><br>98016<br>G2010<br>G2250-G2252   |

# PAYOR GUIDELINES

AETNA

## Payor Specific Key Points

### E-Visits/Virtual Check Ins:

#### **Allowable Codes:**

- **E-Visits:** Check Contracted Fee Schedule
- **Virtual Check-Ins:** Check Contracted Fee Schedule

### Remote Patient Monitoring:

#### **Allowable Codes:**

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

### Interprofessional Codes:

#### **Allowable Codes:**

- 99446-99449, 99451, 99452, G9037, G0546-G0551

#### **Modifier:**

- No telehealth modifier required

### 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 or 10
- **Modifiers**
  - **Audio-Visual:** GT, 95, FR
  - **Audio-Only:** 93, FQ
  - **Asynchronous:** 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 | 96041 | 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 | 97152 | 97154 | 97158 |
| 97542 | 98000 | 98001 | 98002 | 98003 | 98004 | 98005 | 98006 | 98007 |       |       |       |       |       |

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/Virtual Check-In:*****Allowable Codes:***

- **E-Visits:** 99421-99423
- **Virtual Check-Ins:** CPT 98016 is considered an integral part of the evaluation and management service and is not separately reimbursable

***POS/Modifier***

- POS 02
- Modifier 95 or GT

**Telehealth:*****Allowable Services:***

See below table for telehealth allowable codes

Telehealth is covered when all the following conditions are met:

- A professional relationship exists between the healthcare professional at the distant site and the patient except in the following circumstances:
  - Emergency situations where the life or health of the patient is in danger or imminent danger; or
  - When only providing information of a generic nature, not meant to be specific to an individual
- The service is allowed for the specific provider type and can be safely and effectively performed via telehealth to the same standard of care as with a face-to-face visit
- The service is delivered either through:
  - Real-time audio-visual communication system in a traditional telemedicine model OR
  - Consumer-driven model through an interactive audio device when performed through an approved telehealth ecosystem
- If the originating site is a clinical setting, a Presenter must be at the Originating Site to orient the patient, operate the equipment, problem solve, and gather clinical data
- A clinical record of the encounter which contains at least the same elements as are included in a face-to-face encounter record is maintained; the location of the Originating Site and Distant Site must be recorded
- For visits which include a physical exam, the equipment allows for remote examination by the healthcare professional (e.g., stethoscope, otoscope, etc giving a diagnostic-quality signal to the healthcare professional) OR a qualified, licensed person capable of performing the exam supplements the examination and relays the findings to the healthcare professional
- Data transmission must be accomplished using a HIPAA-compliant network, with sufficient bandwidth and screen resolution to permit adequate interaction with the patient and assessment of behavioral and physical features. The system must maintain a log of connections, with time, date, and duration

***Asynchronous:*** Allowed, utilize GQ modifier

***Audio Only:***

The telehealth ecosystem allows telemedicine to be conducted through an interactive audio device

***Modifiers/POS:***

- **Place of Service 02**
- **Modifier 95 or GT**

***Non-Covered Services:***

- The establishment of a professional relationship cannot be made through any of the following means: Internet questionnaire, email message, patient-generated medical history, audio-only communication (including without limitation, interactive audio), text messaging, facsimile machine (fax), or any combination of the above.
- eICU monitoring as an adjunct to intensive care unit services.
- Services which are, by definition, hands-on, such as surgery, interventional radiology, coronary angiography, anesthesia, and endoscopy.
- Telephonic (when performed outside of an approved telehealth ecosystem and through an interactive audio device), fax, email, remote monitoring and mobile health.
- Evaluation and management services of the highest level (eg 99205, 99285) are not covered when performed by telemedicine, because these require a level of interaction not possible by telemedicine.

- An originating site fee is not allowed if a patient and provider are on the same campus at the time of the visit.
- Prescribing and dispensing durable medical equipment (DME).

**Provider Type:**

Licensed, as required by the appropriate state's Medical Board, and the service provided must be within the scope of practice for that healthcare professional.

**Patient Type:**

Established patient relationship is required. Patient may be located at their home, or other originating site.

**Reimbursement:**

Reimbursement will be consistent with the provider's BCBS fee schedule

**Transmission & Originating Site Fees:**

AR BCBS will allow HCPCS Q3014 (originating site fee) but will not allow T1014 (transmission fees). The Q3014 must be submitted for the same date of service as the professional code, and it must indicate the physical location of the facility where the member was at the time of the telemedicine encounter. Q3014 should be submitted only if the encounter occurs in an outpatient medical facility or clinic; it should not be submitted and is not reimbursable for encounters which occur outside of a clinical setting.

- The claim for Q3014 should name a healthcare professional who is responsible for care of the member at the Originating Site rather than the name of a facility (except in the case of hospital facility claims). However, this healthcare professional is not required to be present in the Originating Site at the time of the visit. For telemedicine visits where the Originating Site is in the outpatient hospital setting, the claim may be submitted as an outpatient hospital claim (place of service 22) with the originating site billing Q3014. All other Originating Sites file claims for Q3014 using the 1500 claim form. For inpatient services, Q3014 is not separately reimbursable

| AR BCBS ALLOWABLE TELEHEALTH CODES             |       |       |       |       |       |       |       |       |       |       |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 90791  | 90792 | 90832 | 90833 | 90834 | 90836 | 90837 | 90838 | 90845 | 90846 | 90847 |
| 90863  | 90960 | 90961 | 90966 | 90970 | 92507 | 92521 | 92522 | 92523 | 92524 | 92526 |
| 96127  | 97110 | 97112 | 97116 | 97161 | 97162 | 97163 | 97164 | 97165 | 97166 | 97167 |
| 97168  | 97535 | 97802 | 97803 | 98000 | 98001 | 98002 | 98003 | 98004 | 98005 | 98006 |
| 98007  | 98008 | 98009 | 98010 | 98011 | 98012 | 98013 | 98014 | 98015 | 98016 | 99202 |
| 99203  | 99204 | 99211 | 99212 | 99213 | 99214 | 99221 | 99222 | 99231 | 99232 | 99238 |
| 99239  | 99281 | 99282 | 99283 | 99284 | 99406 | 99407 | 99408 | 99409 | 99421 | 99422 |
| 99423  | 99495 | 99496 | G0108 | Q3014 |       |       |       |       |       |       |
| Codes in Blue Do Not Require Modifier 95 or GT |       |       |       |       |       |       |       |       |       |       |

## Payor Specific Key Points

### E-Visits/Virtual Check Ins:

#### **Allowable Codes:**

- **E-Visits:** Not Allowable
- **Virtual Check-Ins:** 98016

### 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, G0322
- [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 audio-only telehealth E/M CPT 98008-98015

#### **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
  - Exception for CPT 98008-98015
- 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 | 96041 | 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 | 99404 | 99411 | 99412 | 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 |
| 98016 | 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 | 98000 | 98001 | 98002 |
| 98003 | 98004 | 98005 | 98006 | 98007 | 98008 | 98009 | 98010 | 98011 | 98012 | 98013 | 98014 | 98015 |

### 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 | H2011 | S0201 | S9480 | 99446 | 99447 | 99448 | 99449 | 99456  | 994484 | 99495 | 99496 |
| 0591T | 0592T | G0410 | H0015 | H0035 | H0038 |       |       |       |        |        |       |       |

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

- **E-Visits:** 99421-99423, 98970-98972, G2061-G2063
- **Virtual Check-In:** G2010, 98016

**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
- **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

**Audio Only:**

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

| MEDICA ALLOWABLE TELEHEALTH CODES |        |        |        |        |        |        |        |        |        |        |        |
|-----------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 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* |
| G9685                             | G3003  | G3002  | 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* |        |        |        |

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

| MEDICA BEHAVIORAL HEALTH TELEHEALTH CODES   |       |       |       |       |       |       |       |        |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|--------|-------|-------|-------|
| 90785   | 90791 | 90792 | 90832 | 90833 | 90834 | 90836 | 90837 | 90838  | 90839 | 90480 | 90845 |
| 90846   | 90847 | 90853 | 99202 | 99203 | 99204 | 99205 | 99211 | 992212 | 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/ Virtual Check Ins:

#### **Allowable Codes:**

**E-Visits:** 99421-99423, G2061-G2063

**Virtual Check-In:** G2010, 98016, G2250-G2252

**Modifiers:** None

### Telehealth:

#### **Full Year Continuing Appropriations and Extensions Act, 2025:**

Extends certain telehealth flexibilities for Medicare patients through September 30<sup>th</sup>, 2025:

- Originating Site & Geographic Restriction waived
- Allows any health care provider who is eligible to bill Medicare for covered services to continue to provide and bill for 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

- For CY 2025, CMS will continue to allow the suspension of frequency limitations for subsequent inpatient visits, subsequent nursing facility visits, and critical care consultations

#### **Audio Only:**

Effective January 1, 2025, an interactive telecommunications system may include two-way, real-time, audio-only communication technology for any Medicare telehealth service furnished to a beneficiary in their home, if the distant site physician or practitioner is technically capable of using an interactive telecommunications system, but the patient is not capable of, or does not consent to, the use of video technology

#### **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 through September 30<sup>th</sup>, 2025

- 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:**
  - 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 September 30<sup>th</sup>, 2025
  - Modifier GT for CAH Method II (UB) Claims

#### **Patient Location:**

Through September 30<sup>th</sup>, 2025, there is no 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 the decision in the patient's medical record
- Through September 30<sup>th</sup> 2025, the initial 6 month visit requirement and the in person visit every 12 month requirement, is waived

**Provider Type:**

Allowable telehealth providers are physicians, nurse practitioners, physician assistants, nurse midwives, certified nurse anesthetists, clinical psychologists, clinical social workers, registered dietitians, and nutrition professionals

- Through September 30<sup>th</sup>, 2025, any health care provider who is eligible to bill Medicare for covered services can provide and bill for telehealth services

**Provider Location:**

Through CY 2025, CMS will continue to permit distant site practitioners to use their currently enrolled practice locations instead of their home addresses when providing telehealth services from their home

**Reimbursement:**

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:**

Effective January 1<sup>st</sup>, 2025 CMS will permanently adopt a definition of direct supervision that allows the supervising physician or practitioner to provide such supervision via a virtual presence through real-time audio and visual interactive telecommunications.

The supervising physician or practitioner may provide virtual direct supervision:

- For services furnished incident to a physician or other practitioner's professional service, when provided by auxiliary personnel employed by the billing physician or supervising practitioner and working under their direct supervision, and for which the underlying HCPCS code has been assigned a PC/TC indicator of "5" and services described by CPT code 99211
- For office or other outpatient visits for the evaluation and management of an established patient who may not require the presence of a physician or other qualified health care professional

For all other services furnished incident to that require the direct supervision of the physician or other supervising practitioner, CMS will continue to permit direct supervision be provided through real-time audio and visual interactive telecommunications technology through December 31, 2025

**Teaching Physicians:**

CMS will allow teaching physicians to have a virtual presence for purposes of billing for services furnished involving residents in all teaching settings, but only in clinical instances when the service is furnished virtually (for example, a three-way telehealth visit, with the patient, resident, and teaching physician in separate locations) through December 31, 2025

- Virtual presence will continue to meet the requirement that the teaching physician be present for the key portion of the service

**Transmission/ Originating Site Fees:**

Medicare will reimburse an originating site fee (HCPCS Q3014) if the patient is present at a healthcare facility. Medicare does not reimburse for transmission fees.

- Modifier 95 not required when billing Q3014

## MEDICARE ELIGIBLE TELEHEALTH CODES

### 2025 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 | 97550 | 97551 | 97552 | 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 | 96202 | 96203 | G0011 | G00113 | G0539 | G0540 | G0541 | G0542 |
| G0543 | G0560 |       |       |       |       |       |        |       |       |       |       |

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

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

**Telehealth:****Allowed Services:**

Arkansas Medicaid will allow services provided through telemedicine if the service is comparable to the same service provided in person. Store & Forward & Remote Patient Monitoring are included within the definition of telemedicine.

- **Standard of Care:** Services provided by telemedicine, including a prescription through telemedicine, shall be held to the same standard of care as services provided in person.
- **Professional Relationship:** A professional relationship must exist between the provider and patient:
  - The provider has previously conducted an in-person examination of the patient and is available to provide appropriate follow-up care
  - The provider personally knows the patient and the patient's health status through an ongoing relationship and is available to provide follow-up care
  - The treatment is provided by a provider in consultation with, or upon referral by, another provider who has an ongoing professional relationship with the patient and who has agreed to supervise the patient's treatment including follow-up care
  - An on-call or cross-coverage arrangement exists with the patient's regular treating healthcare provider or another provider who has established a professional relationship with the patient
  - A relationship exists in other circumstances as defined by the Arkansas State Medical Board or a licensing or certification board for other healthcare providers under the jurisdiction of the appropriate board if the rules are no less restrictive than the rules of the ASMB.
  - A professional relationship is established if the provider performs a face to face examination using real time audio and visual telemedicine technology that provides information at least equal to such information as would have been obtained by an in-person examination.
  - If the establishment of a professional relationship is permitted via telemedicine under the guidelines outlined in ASMB regulations, telemedicine may be used to establish the professional relationship only for situations in which the standard of care does not require an in-person encounter and only under the safeguards established by the healthcare professional's licensing board.
  - The healthcare professional who is licensed in Arkansas has access to a patient's personal health record maintained by a healthcare professional and uses any technology deemed appropriate by the healthcare professional, including the telephone, with a patient located in Arkansas to diagnose, treat, and if clinically appropriate, prescribe a noncontrolled drug to the patient.
- **Exclusions:** A professional relationship does not include a relationship between a provider and a patient established only by the following: An internet questionnaire, an email message, a client-generated medical history, text messaging, a facsimile machine (Fax) and E-Fax, or any future technology that does not meet the criteria outlined in this section.
- **Exceptions:** The existence of a professional relationship is not required when: An emergency situation exists or the transaction involves providing information of a generic nature not meant to be specific to an individual patient.
- **Minor:** If a provider seeks to provide telemedicine services to a minor in a school setting and the minor client is enrolled in Arkansas Medicaid, the provider shall:
  - Be the designated Primary Care Provider (PCP) for the minor patient.
  - Have a cross-coverage arrangement with the designated PCP of the minor patient; or
  - Have a referral from the designated PCP of the minor patient.

**Audio Only:**

Real time, interactive, audio-only communication is allowed if it meets the requirements for a service that would otherwise be covered.

- Documentation between patient and provider via audio-only communication should be placed in the medical record addressing the problem, content of the conversation, medical decision-making, and plan of care.

**Modifiers/POS:**

- **POS** 02 or 10

**Provider Type:**

Providers must be fully licensed or certified to practice in Arkansas and is subject to the rules of the appropriate state licensing or certification board. Provider also must be credentialed with Arkansas Medicaid.

**Patient Type:**

Professional relationship must be established.

**Reimbursement**

Reimbursement for services provided through telehealth will be on the same basis as for services provided in person.

**Transmission & Originating Site Fees**

Arkansas Medicaid will allow an originating site to bill utilizing HCPCS Q3014 (originating site fee) if the patient presents to a healthcare facility. T1014 (transmission fees) are allowed as appropriate.

## **PASSE MEDICAID MANAGED CARE ORGANIZATIONS**

The PASSE Model of Care is a state health plan created for Medicaid recipients with complex behavioral health, developmental, or intellectual disabilities. The care for these beneficiaries is managed by three payors: Arkansas Total Care, Empower Healthcare Solutions, and Summit Community Care.

These payors are following the State of Arkansas Medicaid guidance, including applicable billing modifiers.

## Payor Specific Key Points:

### E-Visits/Virtual Check Ins:

#### **Allowable Codes:**

- **E-Visits:** 98970-98972, 99421-99423
- **Virtual Check-In:** 98016, G2010, 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, G0546-G0551

#### **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
- Consistent with CMS, UHC will not recognize CPT 98000-98015, as they are assigned to status code "I" on the NPFS Relative Value File, indicating another code (replacement code) is used to report the procedure or service and that replacement code has an assigned RVU

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

- **POS** 02 or 10
- **Modifiers**
  - **Audio/Video:** 95, GT, GQ, and G0 are not required to identify telehealth services but are accepted as informational if reported on claims
  - **Audio-Only:** 93

#### **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 ELIGIBLE TELEHEALTH CODES |       |       |       |       |       |       |       |       |       |       |       |
|-------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 0362T                         | 0373T | 0591T | 0592T | 0593T | 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 | 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 | 96202 | 96203 | 97110 |
| 97112                         | 97129 | 97130 | 97150 | 97151 | 97152 | 97153 | 97154 | 97155 | 97156 | 97157 | 97158 |
| 97161                         | 97162 | 97163 | 97164 | 97165 | 97166 | 97167 | 97168 | 97530 | 97535 | 97537 | 97542 |
| 97550                         | 97551 | 97552 | 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 | 99408 | 99409 | 99417 | 99418 | 99468 | 99469 | 99471 | 99472 | 99473 |
| 99475                         | 99476 | 99477 | 99478 | 99479 | 99480 | 99483 | 99495 | 99496 | 99497 | 99498 | G0011 |
| G0013                         | 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 |
| G0539                         | G0540 | G0541 | G0542 | G0543 | G0560 | G2086 | G2087 | G2088 | G2211 | G2212 | G3002 |
| G3003                         | G9685 |       |       |       |       |       |       |       |       |       |       |

| 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 | 96041 | 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:****Virtual Check Ins/E-Visits:*****Virtual Check-Ins & E-Visits:***

RHC/FQHCs can perform E-Visits and Virtual Check Ins

- Utilize 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 E-visits and Virtual Check-In codes. For 2025 the rate is set at \$13.91
- **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

**Care Coordination Services**

Effective January 1<sup>st</sup>, 2025 RHCs and FQHCs should report the individual CPT and HCPCS codes that describe care coordination services instead of the single HCPCS code G0511

- Add on codes associated with these services will also be allowed

CMS is allowing for a transition period until September 30<sup>th</sup>, 2025, to allow RHCs/FQHCs to update their billing systems

| CARE COORDINATION SERVICES- RHC/FQHC |       |       |       |       |       |       |       |       |       |       |       |
|--------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 99425                                | 99426 | 99427 | 99437 | 99439 | 99453 | 99454 | 99457 | 99458 | 99474 | 99484 | 99487 |
| 99489                                | 99490 | 99491 | G0019 | G0022 | G0023 | G0024 | G0071 | G0140 | G0416 | G0323 | G0511 |
| G0512                                | G0556 | G0557 | G0558 | G3002 | G3003 |       |       |       |       |       |       |

**Telehealth:*****RHC/FQHC Distant Site Provider Extension:***

Under the 2025 Medicare Physician Final Rule, RHCs and FQHCs can continue to bill for RHC and FQHC services furnished using telecommunication technology, including services furnished using audio-only communications technology through December 31, 2025

**Allowable Codes:**

RHCs/FQHCs can perform any service listed in the below telehealth allowable code set matrix, but must bill G2025

**Audio Only:**

Effective January 1, 2025, an interactive telecommunications system may include two-way, real-time, audio-only communication technology for any Medicare telehealth service furnished to a beneficiary in their home, if the distant site physician or practitioner is technically capable of using an interactive telecommunications system, but the patient is not capable of, or does not consent to, the use of video technology

**Billing:**

- **HCPCS:** G2025
- **POS:** 02 or 10
- **Modifier:** FQ if provided via audio only
- **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 January 1<sup>st</sup>, 2026, the initial 6 month visit and the in person visit every 12 month requirement is waived

**Provider Type:**

Physicians, Nurse practitioners (NPs), Physician assistants (PAs), Certified nurse-midwives (CNMs), Clinical psychologists (CPs), Clinical social workers (CSWs), Marriage and family therapists (MFTs), Mental health counselors (MHCs)

**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 2025 the rate is \$94.45

**Supervision:**

CMS will continue to allow direct supervision via interactive audio and video telecommunications and to extend the definition of "immediate availability" as including real-time audio and visual interactive telecommunications (excluding audio-only) through December 31, 2025

**Transmission/ Originating Site Fees:**

Medicare will reimburse an originating site fee (HCPCS Q3014) if the patient is present at a healthcare facility. Medicare does not reimburse for transmission fees.

| MEDICARE ELIGIBLE TELEHEALTH SERVICES |       |       |       |       |       |       |       |       |       |       |       |
|---------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2025 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 | 97550 | 97551 | 97552 | 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 | 96202 | 96203 | G0011 | G00113 | G0539 | G0540 | G0541 | G0542 |
| G0543 | G0560 |       |       |       |       |       |        |       |       |       |       |

## MEDICAID

### Payor Specific Key Points:

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

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

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

#### Telehealth:

##### **Allowed Services:**

Arkansas Medicaid will allow services provided through telemedicine if the service is comparable to the same service provided in person. Store & Forward & Remote Patient Monitoring are included within the definition of telemedicine.

- **Standard of Care:** Services provided by telemedicine, including a prescription through telemedicine, shall be held to the same standard of care as services provided in person.
- **Professional Relationship:** A professional relationship must exist between the provider and patient:
  - The provider has previously conducted an in-person examination of the patient and is available to provide appropriate follow-up care
  - The provider personally knows the patient and the patient's health status through an ongoing relationship and is available to provide follow-up care
  - The treatment is provided by a provider in consultation with, or upon referral by, another provider who has an ongoing professional relationship with the patient and who has agreed to supervise the patient's treatment including follow-up care
  - An on-call or cross-coverage arrangement exists with the patient's regular treating healthcare provider or another provider who has established a professional relationship with the patient
  - A relationship exists in other circumstances as defined by the Arkansas State Medical Board or a licensing or certification board for other healthcare providers under the jurisdiction of the appropriate board if the rules are no less restrictive than the rules of the ASMB.
  - A professional relationship is established if the provider performs a face to face examination using real time audio and visual telemedicine technology that provides information at least equal to such information as would have been obtained by an in-person examination.
  - If the establishment of a professional relationship is permitted via telemedicine under the guidelines outlined in ASMB regulations, telemedicine may be used to establish the professional relationship only for situations in which the standard of care does not require an in-person encounter and only under the safeguards established by the healthcare professional's licensing board.
  - The healthcare professional who is licensed in Arkansas has access to a patient's personal health record maintained by a healthcare professional and uses any technology deemed appropriate by the healthcare professional, including the telephone, with a patient located in Arkansas to diagnose, treat, and if clinically appropriate, prescribe a noncontrolled drug to the patient.
- **Exclusions:** A professional relationship does not include a relationship between a provider and a patient established only by the following: An internet questionnaire, an email message, a client-generated medical history, text messaging, a facsimile machine (Fax) and E-Fax, or any future technology that does not meet the criteria outlined in this section.
- **Exceptions:** The existence of a professional relationship is not required when: An emergency situation exists or the transaction involves providing information of a generic nature not meant to be specific to an individual patient.
- **Minor:** If a provider seeks to provide telemedicine services to a minor in a school setting and the minor client is enrolled in Arkansas Medicaid, the provider shall:
  - Be the designated Primary Care Provider (PCP) for the minor patient.
  - Have a cross-coverage arrangement with the designated PCP of the minor patient; or
  - Have a referral from the designated PCP of the minor patient.

***Audio Only:***

Real time, interactive, audio-only communication is allowed if it meets the requirements for a service that would otherwise be covered.

- Documentation between patient and provider via audio-only communication should be placed in the medical record addressing the problem, content of the conversation, medical decision-making, and plan of care.

***Modifiers/POS:***

- **POS** 02 or 10

***Provider Type:***

Providers must be fully licensed or certified to practice in Arkansas and is subject to the rules of the appropriate state licensing or certification board. Provider also must be credentialed with Arkansas Medicaid.

***Patient Type:***

Professional relationship must be established.

***Reimbursement***

Reimbursement for services provided through telehealth will be on the same basis as for services provided in person.

***Transmission & Originating Site Fees***

Arkansas Medicaid will allow an originating site to bill utilizing HCPCS Q3014 (originating site fee), as appropriate. T1014 (transmission fees) are allowed as appropriate.

## HIPAA COMPLIANT SOFTWARE

As of the end of the COVID PHE in May of 2023, all payors require a HIPAA compliant software

## REFERENCES & RESOURCES

**Aetna:**

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

**Arkansas BCBS:**

<https://secure.arkansasbluecross.com/members/report.aspx?policyNumber=2015034>

**Arkansas Medicaid:**

<https://humanservices.arkansas.gov/divisions-shared-services/medical-services/helpful-information-for-providers/manuals/all-prov/>

<https://humanservices.arkansas.gov/divisions-shared-services/medical-services/helpful-information-for-providers/fee-schedules/#current-fee-schedules>

**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/TelehealthSrvcsfctsht.pdf>

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

<https://www.cms.gov/newsroom/fact-sheets/calendar-year-cy-2025-medicare-physician-fee-schedule-final-rule>

**Medica:**

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

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

**UHC:**

<https://www.uhcprovider.com/content/provider/en/viewer.html?file=https%3A%2F%2Fwww.uhcprovider.com%2Fcontent%2Fdam%2Fprovider%2Fdocs%2Fpublic%2Fpolicies%2Fcomm-reimbursement%2FCOMM-Telehealth-and-Telemedicine-Policy.pdf>

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ruralMED Revenue Cycle Resources