



## Telehealth Coding Guidelines

### Practicing across state lines:

The Centers for Medicare & Medicaid Services announced a waiver allowing health care providers to furnish telehealth and other services using communications technology wherever the patient is located, including at home, even across state lines.

However, practicing across state lines is subject to requirements set by the states involved. For information about state-level policies and interstate agreements, see telehealth licensing requirements and interstate compacts: <https://telehealth.hhs.gov/providers/policy-changes-during-the-covid-19-public-health-emergency/telehealth-licensing-requirements-and-interstate-compacts/>

### Telehealth Terminology:

- Telehealth/telemedicine: audio & video
- Virtual check-in: audio only
- E-Visit: patient portal, secure email, HIPAA compliant text messages

### Medicare and Medicare Advantage

Throughout this national public health emergency, Medicare will pay physicians for Telehealth services at the same rate as in-person visits for all diagnoses, not just services related to COVID-19.

The Public Health Emergency has been extended, so Telehealth will continue to be paid by Medicare for the foreseeable future.

**Telehealth** – where the location of in-person encounter would normally be furnished

- Office visit CPT: 99201-99205 & CPT: 99211-99215
- Place of Service: 11
- Modifier: 95
- New & Established patients
- Append the new modifier, CS, for evaluation of COVID-19 services. Medicare will pay at 100%.
- **Allowed to bill CPT 99211 for COVID specimen collection instead of G2023.**  
\*Please note, some Medicare Advantage plans, may still require POS 02, please check with each payer for most recent updates

**Virtual Check-ins - CMS will reimburse CPT 99441-99443 at the same rate as 99212-99214**

- CPT: G2010
- CPT: G2012 or 99441 (5-10 minutes)
- CPT: 99442 (11-20 minutes)
- CPT: 99443 (21-30 minutes)
- Place of Service: 11
- Modifier: 95 (for 99441-99443, not G2010 or G2012)
- New & Established patients

Qualified non-MD HP

- CPT: 98966-98968

### E-Visits

Physicians

- CPT: 99421 (5-10 minutes)
- CPT: 99422 (11-20 minutes)
- CPT: 99423 (21-30 minutes)

Non-physician (social worker, clinical psychologist, physical therapist, etc.)

- CPT: G2061 (5-10 minutes)
- CPT: G2062 (11-20 minutes)

- CPT: G2063 (21-30 minutes)
- Place of Service: 11
- Modifier: None
- Established patients only

You MAY conduct Medicare Annual Wellness Visits via Telehealth AND Virtual check-ins

- CPT Codes: G0438-G0439
  - Information such as weight and blood pressure may be self-reported by the patient (for example, if the patient has a scale and/or if they have their own blood pressure cuff) You must document that the patient self-reported.
  - If the patient does not have the capability of self-reporting, you may use information from the most recent visit, and again you must document this in their medical record.

## Medicaid and Medicaid MCOs

The Public Health Emergency has been extended, so Telehealth will continue to be paid by Medicaid for the foreseeable future.

**Telehealth-** where the location of in-person encounter would normally be furnished:

- Office visit CPT: 99211-99215
- Place of Service: 11
- Modifier: GT
- Established patient only

### Virtual Check-ins

- CPT: 99211-99213
- Place of Service: 11
- Modifier: UB
- Established patients only

### E-Visits

- N/A

Medicaid has issued Guidance on Well-Child Visits and Telehealth:

[file:///C:/Users/cgeorge/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/0A5NFCA9/Well-Child%20Visit%20COVID-19%20Guidance\\_5.4.20.pdf](file:///C:/Users/cgeorge/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/0A5NFCA9/Well-Child%20Visit%20COVID-19%20Guidance_5.4.20.pdf)

Additional information regarding Telehealth Program requirements and FAQs may be found here:

<https://mmcp.health.maryland.gov/Pages/telehealth.aspx>

## CareFirst

- During this public health emergency, CareFirst is encouraging members to call their doctor's office and utilize telemedicine options when available. We understand the use of telemedicine is a practical option for members who wish to or should stay home. Therefore, we have temporarily expanded our telemedicine policy.
- CF will continue to track the situation to make sure our benefits are appropriate and update as necessary. Prior notice will be given before ending any benefit enhancements.
- **Providers are encouraged not to collect member cost sharing for these services. If a member does owe a copay or coinsurance after the claim is processed, you can bill the member as you do for all other claims.**
- CF Coding Guidance: <https://individual.carefirst.com/carefirst-resources/pdf/carefirst-telemedicine-code-modifier.pdf>
- CF Telemedicine Guidelines: [https://individual.carefirst.com/individuals-families/about-us/coronavirus-telemedicine.page?utm\\_source=ProviderNews&utm\\_medium=Email&utm\\_campaign=TelemedicineGuidelines&utm\\_content=July24](https://individual.carefirst.com/individuals-families/about-us/coronavirus-telemedicine.page?utm_source=ProviderNews&utm_medium=Email&utm_campaign=TelemedicineGuidelines&utm_content=July24)

## Telehealth

### Office visit

- CPT: 99201-99205 & CPT: 99211-99215
- Place of Service: 02
- Modifier: 95 or GT
- New & Established patients

### Office consults

- CPT: 99241-99245
- Place of Service: 02
- Modifier: 95 or GT
- Established patients only

### Virtual Check-ins:

- CareFirst is paying for member-initiated phone consultations provided by physicians and nurse practitioners credentialed in CareFirst's network for the following specialties: primary care provider, internal medicine, OB/GYN, family practice and pediatrics.
  - CareFirst will pay a \$20 flat fee for CPT 99441 for all phone visits, regardless of the amount of time.

### E-Visits

- N/A
- <https://provider.carefirst.com/providers/care-management/telemedicine.page>

### UnitedHealthcare

- Through the national public health emergency period:
- UHC is waiving cost sharing for in-network and out-of-network COVID-19 testing and treatment.
- UHC will cover all in-network telehealth services as outlined in current CMS guidelines and additional codes as outlined in our telehealth reimbursement policy.
- For out-of-network providers, the expansion of telehealth access ended July 24, 2020. As of July 25, 2020, out-of-network telehealth services are covered according to the member's benefit plan and UnitedHealthcare's standard telehealth reimbursement policy.

### Telehealth

- Office visit CPT: 99201-99205 & CPT: 99211-99215
- Place of Service: 11
- Modifier: 95
- New & Established patients

### Virtual Check-ins

- CPT: G2010 Qualified non-MD HP
- CPT: G2012 or 99441 (5-10 min) CPT: 98966-98968
- CPT: 99442 (11-20 minutes)
- CPT: 99443 (21-30 minutes)
- Place of Service: 11
- Modifier: None
- New & Established patients
- <https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services.html>

### E-Visits

#### Physicians

- CPT: 99421 (5-10 minutes)
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#### Non-physician (social worker, clinical psychologist, physical therapist, etc.)

- CPT: G2061 (5-10 minutes)
- CPT: G2062 (11-20 minutes)
- CPT: G2063 (21-30 minutes)
- Place of Service: 11
- Modifier: None
- Established patients only

### Aetna

- Medicare Advantage plans are covered for primary care and behavioral health only.
- Medicaid plans follow State Medicaid protocol.
- For Commercial plans, Aetna will continue to cover limited minor acute care evaluation and care management services, as well as some behavioral health services rendered via telephone.
- <https://www.aetna.com/health-care-professionals/covid-faq/telemedicine.html>

**Telehealth**

- Office visit CPT: 99201-99205 & CPT: 99211-99215
- Place of Service: 02 (Aetna Medicare may use POS 02 or 11)
- Modifier: 95 or GT
- New & Established patients

**Virtual Check-ins**

- CPT: G2010 Qualified non-MD HP
- CPT: G2012 or 99441 (5-10 min)
- CPT: 99442 (11-20 min)
- CPT: 99443 (21-30 min)
- Place of Service: 02
- Modifier: None
- Established patients only

**E-Visits**

- It will no longer be covered, unless state-mandated
- Copayments waived for telehealth
- <https://www.aetna.com/health-care-professionals/provider-education-manuals/covid19-letter.html>

**Cigna****Telehealth**

- Office visit CPT: 99201-99205 & CPT: 99211-99215
- Place of Service: 11
- Modifier: GQ, GT or 95
- New & Established patients

**Virtual Check-ins**

- CPT: G2012
- Place of Service: 11
- Modifier: None
- Established patients only

**E-Visits**

- N/A
- <https://www.cigna.com/newsroom/news-releases/2020/cigna-takes-additional-actions-to-protect-customers-and-communities-against-covid-19>

Please contact Colleen George at [cgeorge@medchi.org](mailto:cgeorge@medchi.org) with questions