



## Telehealth Coding Guidelines

**Practicing across state lines: You are no longer allowed to practice across state lines**

### 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)
- CPT: 99422 (11-20 minutes)
- CPT: 99423 (21-30 minutes)

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

- CPT: G2061 (5-10 minutes)
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- CPT: G2063 (21-30 minutes)
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- 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