



Telehealth Coding Guidelines

- 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.
- Physicians licensed in one state may provide services to Medicare beneficiaries in another state. State licensure laws still apply.
- Patients may receive telehealth services in all areas of the country and in all settings, including at their home.

Terminology:

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

Medicare and Medicare Advantage

Updated 7.23.20 – 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

Updated 7.23.20 – 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

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

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

CareFirst

Updated 7.25.20 - Members will be responsible for their normal cost share (copays, coinsurance and deductibles) associated with provider telehealth visits, unless the visit is related to the diagnosis or treatment of COVID-19

- CareFirst will continue to pay providers in eligible specialties (behavioral health, primary care and OB/GYN) for member-initiated phone consultations through September 30.
- In summary, cost sharing for provider sponsored telemedicine visits will now be the same as cost sharing for traditional office visits. However, CareFirst will continue to waive member cost sharing for in-network or out-of-network provider office visits, including telemedicine, related to the diagnosis and treatment of COVID-19 until further notice.
- 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

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 will continue to pay providers in eligible specialties for member-initiated phone consultations through September 30.

E-Visits

- N/A
- <https://individual.carefirst.com/individuals-families/about-us/coronavirus-telemedicine.page>
- Cost share waiver details: <https://individual.carefirst.com/individuals-families/about-us/coronavirus-benefit-changes.page>
- <https://provider.carefirst.com/providers/care-management/telemedicine.page>

UnitedHealthcare

Updated 7.24.20: With the 90-day continuance of the national public health emergency announced by the U.S. Department of Health and Human Services, UnitedHealthcare is extending our temporary COVID-19 measures.

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)
- 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 through Dec. 31, 2020, 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, until December 31, 2020.
- <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 with questions