# Payor and Health Plan Telehealth Guidance

## Overview

- Effective March 6, 2020, and for the duration of the COVID-19 Public Health Emergency, Medicare will be loosening guidelines for practices to receive payment for telehealth services.

- This document provides detail on the latest billing guidelines released from Medicare and from commercial insurers. We remain committed to providing you with the most up-to-date information and will notify your practice of any changes to information included in this guide.

## Notable modifications to telehealth billing due to COVID-19

- Telehealth visits are considered the same as in-person visits and reimbursed at regular rates.
- Patient's originating-site location expanded to any healthcare facility as well as patient's home.
  - Care providers will be able to bill for telehealth services performed while a patient is at home.
- Prior authorization requirements for patient eligibility have been lifted.
- Copays for patients are waived until further notice.

## Billing Guidelines

- COVID-19 Specific Codes:
  - CPT: U0001, U0002, 87635 page 2
  - ICD-10: Full list of codes for confirmed vs. unconfirmed cases page 2
- Billable CPT/HCPCS Codes:
  - Standard office visit codes: Full list page 4
  - Virtual CPT codes: Full list page 5
- Modifiers:
  - Place of Service (POS) – 02
- Modifier:

| Line of Business | Payor | Modifier Required |
|---|---|---|
| Medicare | CMS | N/A |
| Medicare | Anthem | POS 02 + GQ, GT or GQ |
| Medicare | Aetna | POS 02 + GQ, GT or GQ |
| Medicare | United | POS 02 + GQ, GT or GQ |
| Medicare | Cigna | N/A |
| Medicare | Humana | POS 02 + GQ, GT or GQ |
| Medicare | Wellcare | POS 02 + GQ, GT or GQ |
| Commercial | Anthem | GT or 95 (POS not required) |
| Commercial | Aetna | POS 02 + 95 |
| Commercial | Humana | POS 02 + 95 |
| Commercial | United | POS 02 + GT, GQ, 95 |

## Payor-Specific Coverage Differences

- Some stipulations apply to specific payor groups- Full list page 3

| COVID-19 Specific Codes | |
|---|---|
| **CPT Code** | **Description** |
| U0001 | CDC labs reporting SARS-CoV-2 Testing |
| U0002 | Non-CDC labs reporting SARS-CoV-2 Testing |
| 87635 | Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavrius 2 (SARS-CoV-2) (coronavirus disease [COVID-19]), amplified probe technique |

## COVID-19-related Diagnosis Codes

Below are a few existing ICD-10 Codes that providers can bill:

- B97.29 – Confirmed cases: Other coronavirus as the cause of diseases classified elsewhere
- B97.21 – SARS-associated coronavirus as the cause of diseases classified elsewhere
- Z20.828 – Contact with and (suspected) exposure to other viral communicable diseases
- Z03.818 – Exposure to COVID-19 and the virus is ruled out after evaluation
- For unconfirmed: providers can bill signs and symptoms of coronavirus, which according to the CDC are:
  - Fever, unspecified – R50.9
  - Cough – R05
  - Shortness of breath – R06.02
  - Any other diagnosis the provider deems pertinent to the patient's presenting symptomology

| Payor-Specific Coverage | | | |
|---|---|---|---|
| **Line of Business** | **Payor** | **Not Covered** | **Covered** |
| Medicare | CMS | | • See "List of Medicare Telehealth Svc"- Pg 4 |
| Medicare | Cigna | | • See "List of Medicare Telehealth Svc"- Pg 4<br>• Virtual CPT Codes: G2010 and G2012 |
| Medicare | Humana | | • See "List of Medicare Telehealth Svc"- Pg 4<br>• See "List of Virtual CPT Codes"- Pg 5 |
| Medicare | Anthem | Telemedicine medical services and telehealth services cannot be used to treat chronic pain with scheduled drugs. | • See "List of Medicare Telehealth Svc"- Pg 4 |
| Medicare | UHC | T1014, 98966-98968, 99441-99443, 98969-99444 | • See "UHC Telehealth Codes"- Pg 6<br>• Virtual CPT Codes: 99446-99449, 99451-99452, 99453, 99454, 99457, 99091, G2010, G2012 |
| Medicare | Aetna | | • See "List of Medicare Telehealth Svc"- Pg 4<br>• Virtual CPT Codes: 0188T, G0406, G0425, G0459, G0508, Q3014, S9110 and T1014 |
| Medicare | WellCare | Standard phone calls, chart reviews or equipment to provide telemedicine | • See "List of Medicare Telehealth Svc"- Pg 4<br>• Virtual CPT Codes: G2010 and G2012 |
| Commercial | Humana | 99444 & 98696 unless provided pursuant to a Humana telemedicine vendor partnership | • See "List of Medicare Telehealth Svc"- Pg 4<br>• Virtual CPT Codes: 99446-99449, 0188T, G0406, G0425, G0459, G0508, Q3014, S9110 and T1014 |
| Commercial | Anthem | • Chiropractic services<br>• Physical, Occupational and Speech Therapies | • See "List of Medicare Telehealth Svc"- Pg 4<br>• See "List of Virtual CPT Codes"- Pg 5 |
| Commercial | Humana | • Internet-only telehealth services<br>• 99421-99423, 99444<br>• 98969-98972 | • See "List of Medicare Telehealth Svc"- Pg 4<br>• See "List of Virtual CPT Codes"- Pg 5 |
| Commercial | United | | See "UHC Telehealth Codes"- Pg 6 |

**LIST OF MEDICARE TELEHEALTH SERVICES**
**CY 2020**

| Code | Short Descriptor | Code | Short Descriptor |
|------|------------------|------|------------------|
| 90785 | Psytx complex interactive | 99231 | Subsequent hospital care |
| 90791 | Psych diagnostic evaluation | 99232 | Subsequent hospital care |
| 90792 | Psych diag eval w/med srvcs | 99233 | Subsequent hospital care |
| 90832 | Psytx pt&/family 30 minutes | 99307 | Nursing fac care subseq |
| 90833 | Psytx pt&/fam w/e&m 30 min | 99308 | Nursing fac care subseq |
| 90834 | Psytx pt&/family 45 minutes | 99309 | Nursing fac care subseq |
| 90836 | Psytx pt&/fam w/e&m 45 min | 99310 | Nursing fac care subseq |
| 90837 | Psytx pt&/family 60 minutes | 99354 | Prolonged service office |
| 90838 | Psytx pt&/fam w/e&m 60 min | 99355 | Prolonged service office |
| 90839 | Psytx crisis initial 60 min | 99356 | Prolonged service inpatient |
| 90840 | Psytx crisis ea addl 30 min | 99357 | Prolonged service inpatient |
| 90845 | Psychoanalysis | 99406 | Behav chng smoking 3-10 min |
| 90846 | Family psytx w/o patient | 99407 | Behav chng smoking > 10 min |
| 90847 | Family psytx w/patient | 99495 | Trans care mgmt 14 day disch |
| 90951 | Esrd serv 4 visits p mo <2yr | 99496 | Trans care mgmt 7 day disch |
| 90952 | Esrd serv 2-3 vsts p mo <2yr | 99497 | Advncd care plan 30 min |
| 90954 | Esrd serv 4 vsts p mo 2-11 | 99498 | Advncd are plan addl 30 min |
| 90955 | Esrd srv 2-3 vsts p mo 2-11 | G0108 | Diab manage trn per indiv |
| 90957 | Esrd srv 4 vsts p mo 12-19 | G0109 | Diab manage trn ind/group |
| 90958 | Esrd srv 2-3 vsts p mo 12-19 | G0270 | Mnt subs tx for change dx |
| 90960 | Esrd srv 4 visits p mo 20+ | G0296 | Visit to determ ldct elig |
| 90961 | Esrd srv 2-3 vsts p mo 20+ | G0396 | Alcohol/subs interv 15-30mn |
| 90963 | Esrd home pt serv p mo <2yrs | G0397 | Alcohol/subs interv >30 min |
| 90964 | Esrd home pt serv p mo 2-11 | G0406 | Inpt/tele follow up 15 |
| 90965 | Esrd home pt serv p mo 12-19 | G0407 | Inpt/tele follow up 25 |
| 90966 | Esrd home pt serv p mo 20+ | G0408 | Inpt/tele follow up 35 |
| 90967 | Esrd home pt serv p day <2 | G0420 | Ed svc ckd ind per session |
| 90968 | Esrd home pt serv p day 2-11 | G0421 | Ed svc ckd grp per session |
| 90969 | Esrd home pt serv p day 12-19 | G0425 | Inpt/ed teleconsult30 |
| 90970 | Esrd home pt serv p day 20+ | G0426 | Inpt/ed teleconsult50 |
| 96116 | Neurobehavioral status exam | G0427 | Inpt/ed teleconsult70 |
| 96150 | Assess hlth/behave init | G0436 | Tobacco-use counsel 3-10 min |
| 96151 | Assess hlth/behave subseq | G0437 | Tobacco-use counsel>10min |
| 96152 | Intervene hlth/behave indiv | G0438 | Ppps, initial visit |
| 96153 | Intervene hlth/behave group | G0439 | Ppps, subseq visit |
| 96154 | Interv hlth/behav fam w/pt | G0442 | Annual alcohol screen 15 min |
| 96160 | Pt-focused hlth risk assmt | G0443 | Brief alcohol misuse counsel |
| 96161 | Caregiver health risk assmt | G0444 | Depression screen annual |
| 97802 | Medical nutrition indiv in | G0445 | High inten beh couns std 30m |
| 97803 | Med nutrition indiv subseq | G0446 | Intens behave ther cardio dx |
| 97804 | Medical nutrition group | G0447 | Behavior counsel obesity 15m |
| 99201 | Office/outpatient visit new | G0459 | Telehealth inpt pharm mgmt |
| 99202 | Office/outpatient visit new | G0506 | Comp asses care plan ccm svc |
| 99203 | Office/outpatient visit new | G0508 | Crit care telehea consult 60 |
| 99204 | Office/outpatient visit new | G0509 | Crit care telehea consult 50 |
| 99205 | Office/outpatient visit new | G0513 | Prolong prev svcs, first 30m |
| 99211 | Office/outpatient visit est | G0514 | Prolong prev svcs, addl 30m |
| 99212 | Office/outpatient visit est | G2086 | Off base opioid tx first m |
| 99213 | Office/outpatient visit est | G2087 | Off base opioid tx, sub m |
| 99214 | Office/outpatient visit est | G2088 | Off opioid tx month add 30 |
| 99215 | Office/outpatient visit est | | |

| LIST OF MEDICARE VIRTUAL VISIT CODES | |
|---|---|
| Code | Short Descriptor |
| 99446-99449 | Intraprofessional consultations |
| 99451 | Intraprofessional consultations |
| 99452 | Intraprofessional consultations |
| 99453 | Remote monitoring of physiologic parameter(s) (e.g., weight, blood pressure, pulse oximetry, respiratory flow rate), initial; set-up and patient education on use of equipment |
| 99454 | Remote monitoring of physiologic parameter(s) (e.g., weight, blood pressure, pulse oximetry, respiratory flow rate), initial; device(s) supply with daily recording(s) or programmed alert(s) transmission, each 30 days |
| 99457 | Remote physiologic monitoring treatment management services, 20 minutes or more of clinical staff/physician/other qualified healthcare professional time in a calendar month requiring interactive communication with the patient/caregiver during the month |
| 99091 | Legacy RPM |
| 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 seven days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment |
| G2012 | Brief communication technology-based service, e.g., virtual check-in by a physician or other qualified health care professional who can report evaluation and management services provided to an established patient, not originating from a related E/M service provided within the previous seven days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion |
| 0188T | Remote real-time interactive videoconferenced critical care, evaluation and management of the critically ill or critically injured patient; first 30-74 minutes |
| G0406 | Follow-up inpatient consultation, limited; physicians typically spend 15 minutes communicating with the patient via telehealth or just "Inpt/tele follow up 15" for short, used in Consultation |
| G0425 | Telehealth consultation, emergency department or initial inpatient, typically 30 minutes communicating with the patient via telehealth or just "Inpt/ed teleconsult 30" for short, used in Consultation. |
| G0459 | Inpatient telehealth pharmacologic management, including prescription, use and review of medication with no more than minimal medical psychotherapy or just "Telehealth inpt pharm mgmt" for short, used in Medical Care. |
| G0508 | Telehealth consultation, critical care, initial; physicians typically spend 60 minutes communicating with the patient and providers via telehealth or just "Crit care telehea consult 60" for short, used in Medical Care. |
| Q3014 | Telehealth originating site facility fee |
| S9110 | Telemonitoring of patient in their home, including all necessary equipment; computer system, connections, and software; maintenance; patient education and support; per month or just "Telemonitoring/home per mnth" for short, used in Other Medical Items or Services. |
| T1014 | Telehealth transmission, per minute, professional services bill separately or just "Telehealth transmit, per min" for short, used in Other Medical Items or Services. |

| UHC Telehealth Codes | | | | | |
|---|---|---|---|---|---|
| **Codes Recognized with modifiers GT or GQ** | | | | **Codes Recognized with modifier 95** | |
| 90785 | 96150 | 99356 | G0270 | 90791 | 96152 |
| 90791 | 96151 | 99357 | G0296 | 90792 | 96153 |
| 90792 | 96152 | 99406 | G0396 | 90832 | 96154 |
| 90832 | 96153 | 99407 | G0397 | 90833 | 97802 |
| 90833 | 96154 | 99408 | G0406 | 90834 | 97803 |
| 90834 | 96160 | 99409 | G0407 | 90836 | 97804 |
| 90836 | 96161 | 99495 | G0408 | 90837 | 98960 |
| 90837 | 97802 | 99496 | G0420 | 90838 | 98961 |
| 90838 | 97803 | 99497 | G0421 | 90845 | 98962 |
| 90839 | 97804 | 99498 | G0425 | 90846 | 99201 |
| 90840 | 98960 | 99499 | G0426 | 90847 | 99202 |
| 90845 | 98961 | G0514 | G0427 | 90863 | 99203 |
| 90846 | 98962 | G9481 | G0438 | 90951 | 99204 |
| 90847 | 99201 | G9482 | G0439 | 90952 | 99205 |
| 90951 | 99202 | G9483 | G0442 | 90954 | 99212 |
| 90952 | 99203 | G9484 | G0443 | 90955 | 99213 |
| 90954 | 99204 | G9485 | G0444 | 90957 | 99214 |
| 90955 | 99205 | G9486 | G0445 | 90958 | 99215 |
| 90957 | 99211 | G9487 | G0446 | 90960 | 99231 |
| 90958 | 99212 | G9488 | G0447 | 90961 | 99232 |
| 90960 | 99213 | G9489 | G0459 | 92227 | 99233 |
| 90961 | 99214 | G9978 | G0506 | 92228 | 99307 |
| 90963 | 99215 | G9979 | G0508 | 93228 | 99308 |
| 90964 | 99231 | G9980 | G0509 | 93229 | 99309 |
| 90965 | 99232 | G9981 | G0513 | 93268 | 99310 |
| 90966 | 99233 | G9982 | | 93270 | 99354 |
| 90967 | 99307 | G9983 | | 93271 | 99355 |
| 90968 | 99308 | G9984 | | 93272 | 99406 |
| 90969 | 99309 | G9985 | | 93298 | 99407 |
| 90970 | 99310 | G9986 | | 93299 | 99408 |
| 96040 | 99354 | G0108 | | 96040 | 99409 |
| 96116 | 99355 | G0109 | | 96116 | 99495 |
| | | | | 96150 | 99496 |
| | | | | 96151 | |