

Telehealth/Telemedicine Coding Table 6/19/2020 UPDATE (new updates in yellow)*
Visits that can be done by telephone only are highlighted in green

| CODING INFORMATION | | COVERAGE BY PAYER | | | | | | | | | |
|---------------------|--|---|---|---|--|--|---|---|--|---|---------------------------------|
| CPT Code Range | Description | BCBS | Harvard Pilgrim | Tufts | Medicare | Fallon Health Including Wellforce Care Plan | CIGNA | Allways | United Health | MassHealth (non ACO) | Aetna |
| 99201-99215 | Office/outpatient visit | YES,2 WAY VIDEO ONLY | Yes (telephone or video visits) | Yes (telephone or video visits) | YES,2 WAY VIDEO ONLY | Yes (telephone or video visits) | Yes (telephone or video visits) | Yes (telephone or video visits) | Yes (telephone or video visits) | Yes (telephone or video visits) | Yes (telephone or video visits) |
| 99231-99233 | Subsequent hospital care | Waiting for additional info | Yes (telephone or video visits) | Yes (telephone or video visits) | YES,2 WAY VIDEO ONLY | Waiting for additional info | N/A | Waiting for additional info | Waiting for additional info | Waiting for additional info | Yes (telephone or video visits) |
| 99241-99245 | Office consultation for a new or established patient | N/A | Yes (telephone or video visits) | N/A | N/A | N/A | N/A | Waiting for additional info | Waiting for additional info | N/A | N/A |
| 99251-99255 | Inpatient hospital consultation | Waiting for additional info | Yes (telephone or video visits) | N/A | N/A | Waiting for additional info | N/A | Waiting for additional info | Waiting for additional info | Waiting for additional info | Yes (telephone or video visits) |
| 99307-99310 | Nursing facility care | YES,2 WAY VIDEO ONLY | Yes (telephone or video visits) | Yes (telephone or video visits) | YES,2 WAY VIDEO ONLY | Waiting for additional info | N/A | Waiting for additional info | Waiting for additional info | Waiting for additional info | Yes (telephone or video visits) |
| 99381-99397 | Preventive Medicine Visits * (Documentation must meet visit requirements) | Yes - Review visit documentation requirements | Yes - Review visit documentation requirements | Yes - Review visit documentation requirements | N/A | Waiting for additional info | Yes - Review visit documentation requirements | Yes - Review visit documentation requirements | Waiting for additional info | Yes - Review visit documentation requirements | N/A |
| 99401-99403 | Preventive Medicine Counseling and or risk factor reduction intervention | Coverage ONLY for dx codes Z39.1, P92.6, R62.51 | N/A | N/A | N/A | Waiting for additional info | N/A | Waiting for additional info | Waiting for additional info | YES,2 WAY VIDEO ONLY | N/A |
| 99421-99423 | Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days | Portal visit - use POS 11 | Yes | N/A | Portal visit - use POS 11 | YES - Medicare Adv and NaviCare only | N/A | Yes | Yes* The patient must verbally consent to receive virtual check-in services. | Yes | Yes |
| 99441-99443 | Telephone E&M service, 5-30 minutes of medical discussion (99441 5-10, 99442 11-20, 99443 21-30) | Yes - Use POS 02 (no modifier needed) | YES (Telephone visit) | YES (Telephone visit) | YES (Telephone visit) | YES (Telephone visit) | N/A | YES (Telephone visit) | N/A | Yes - Use POS 11 (no modifier needed) | Waiting for additional info |
| 99495-99496 | Transitional Care Management | YES,2 WAY VIDEO ONLY | Yes (telephone or video visits) | YES (Telephone visit) | YES,2 WAY VIDEO ONLY | Yes (telephone or video visits) | N/A | Waiting for additional info | Waiting for additional info | Waiting for additional info | Yes (telephone or video visits) |
| G2010 | Remote eval of recorded video and/or images by an established patient (e.g., store and forward) | N/A | N/A | Yes FOR TMP & SCO ONLY | Yes - Use POS 11 for Medicare (no modifier needed) | Waiting for additional info | N/A | Waiting for additional info | Waiting for additional info | N/A | N/A |
| G2012 | Virtual Check-in 10 Minute Telephone Consult (not related to a visit w/in last 7 days, nor leading to E/M service within next 24 hrs or soonest available appt) | YES (Telephone visit) | N/A | Yes FOR TMP & SCO ONLY | Yes - Use POS 11 for Medicare (no modifier needed) | Waiting for additional info | YES (Telephone visit) | Waiting for additional info | Waiting for additional info | N/A | N/A |
| G0438-G0439 | Medicare Annual Wellness Visits, Initial and subsequent | N/A | N/A | Yes (telephone and video visits) | Yes (telephone and video visits) | N/A | N/A | N/A | N/A | N/A | YES,2 WAY VIDEO ONLY |
| G0425-G0427 | Telehealth consultation, emergency department or initial inpatient | YES,2 WAY VIDEO ONLY | Yes (telephone or video visits) | Waiting for additional info | YES,2 WAY VIDEO ONLY | Waiting for additional info | N/A | Waiting for additional info | Waiting for additional info | Waiting for additional info | YES,2 WAY VIDEO ONLY |
| G0406-G0408 | Follow-up inpatient consultation | YES,2 WAY VIDEO ONLY | Yes (telephone or video visits) | Waiting for additional info | YES,2 WAY VIDEO ONLY | Waiting for additional info | Waiting for additional info | Waiting for additional info | Waiting for additional info | Waiting for additional info | YES,2 WAY VIDEO ONLY |
| Modifiers ** | Description | BCBS | Harvard Pilgrim | Tufts | Medicare | Fallon Health | CIGNA | Allways | United Health | MassHealth (non ACO) | Aetna |
| GT | Via interactive audio and video telecommunication systems | Yes | Yes | | N/A | N/A | Yes | Yes | | N/A | Yes |
| G0 | Telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke | yes | N/A | Yes | N/A | N/A | N/A | N/A | | N/A | N/A |
| GQ | Via asynchronous telecommunications system | | | | N/A | N/A | Yes | N/A | | N/A | N/A |
| CR | Cigna only COVID-19 related services | N/A | N/A | N/A | N/A | N/A | Yes | N/A | N/A | N/A | N/A |
| 95 | Synchronous Telemedicine Service Rendered via Real-Time Interactive Audio and Video Telecommunications System | Yes | Yes | Yes | Yes | Yes | N/A | Yes | Yes | N/A | Yes |

** Difference between Modifier GT and 95 Modifier Per the AMA and CodingIntel:
 Modifier 95 means: "synchronous telemedicine service rendered via a real-time interactive audio and video telecommunications system."
 Modifier 95 is only for codes that are listed in Appendix P of the CPT manual. There is considerable overlap between situations for using GT and 95.

| Place of Service (POS) | Description | BCBS | Harvard Pilgrim | Tufts | Medicare | Fallon Health | CIGNA | Allways | United Health | MassHealth (non ACO) | Aetna |
|---------------------------------|-------------|---|---|--|---|---|--|--|---|--|--|
| 02 | Telehealth | Yes | Yes | Yes | N/A | Yes | N/A | Yes | N/A | Yes | Yes |
| 11 | Office | N/A | N/A | N/A | Yes | N/A | Yes | N/A | Yes | N/A | N/A |
| Specific Insurance Notes | | BCBS Telehealth services need POS 02 and appropriate modifier GT or 95 No Modifier for telephone only services 99441-99443 | Harvard Pilgrim Telehealth services need POS 02 and appropriate modifier GT or 95 | Tufts Telehealth services need POS 02 and appropriate modifier GT or 95 No modifier needed for TMP or SCO | Medicare As of April 1, Medicare is looking for POS 11 and Modifier 95 for audio/video. As of April 30, use POS 11 and Modifier 95 for 99441-99443. Co-insurance and deductibles will apply. However, providers can reduce or waive costshare. | Fallon Health POS 02, MOD 95 for all telehealth services Co-pays waived for COVID-19 services only | CIGNA (see website for copy details) POS 11 MOD GQ for non COVID-19 visits Add MOD CR for suspected or confirmed COVID-19 Submit claims beginning 4/6/20. | Allways Telehealth services need POS 02 and appropriate modifier GT or 95 E&M codes allowed when E&M visit documentation requirements met and conditional upon medical necessity | United Health POS 11, Modifier 95 | MASSHEALTH POS 02 Modifiers not required. Service dates effective 3/12/20 Claims can be submitted beginning 4/1/20 | Aetna Through June 4, 2020, Aetna will cover minor acute care services rendered via telephone. Telemedicine providers can help with non-emergency minor acute health issues, like respiratory infections, flu symptoms and many other illnesses. A visual connection is not required for |

*NEQCA is not responsible for any issues related to billing and reimbursement.

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| Copay/Cost-Sharing Info | BCBS removed all member cost share (copayments, co-insurance, and deductibles) for all telehealth services (COVID-19 and non-COVID-19-related) for in-network providers, including: a telephone call in place of an office visit and a virtual visit/video service. They also removed all member cost share for in-person doctor, urgent care, and emergency room visits related to the testing, counseling, vaccination and treatment of COVID-19. | Harvard Pilgrim is waiving the cost share for all telemedicine services, not only COVID-19 services (no copays, deductibles, or coinsurance) delivered by in-network providers (effective for dates of service beginning March 6, 2020). Commercial products: Harvard Pilgrim will provide the same coverage for out-of-network providers as well. Medicare: For COVID-19 services only, Harvard Pilgrim will provide the same coverage for out-of network providers. | Tufts Health Plan will waive member cost share for both in-network and OON telehealth services. This includes both facility and professional services. Telehealth also includes telephone consultation. | Co-insurance and deductibles will apply. However, providers can reduce or waive costshare. One exception: Physician and practitioner services that lead to either an order for OR administration of a COVID-19 lab test, are not subject to copay or deductible charges. Modifier CS is added to the physician/practitioner service to define this circumstance and allow the claim to process without co-pay or deductible application. During either a telehealth or F2F service, the provider may order a COVID-19 test or perform a COVID-19 test. Modifier CS is added to the claim for either of these visits. This applies to all pertinent claims with date of service 3/18/2020 and thereafter. | Member cost-sharing for the duration of the Governor's Order or until the State of Emergency is lifted, whichever happens first – Effective for dates of service retroactive to March 16, 2020, Fallon Health is waiving member cost-sharing (deductibles, copayments and coinsurance) for medically necessary COVID-19 related telehealth services. Cost-sharing for self-insured plans may vary. Effective for dates of service retroactive to March 16, 2020, Fallon Health is waiving member cost-sharing (deductibles, copayments and coinsurance) for medically necessary nonCOVID-19 related telehealth services for all plan members, with the exception of plan members in HSA-Qualified High Deductible Health Plans (HDHPs). | Cost-share will be waived for: Virtual screening telephone consult (5-10 minutes), Virtual or face-to-face visit for screening for suspected or likely COVID-19 exposure, Virtual or face-to-face visit for treatment of a confirmed COVID-19 case. General billing guidance for all other non-COVID-19 related services: Standard cost-share will apply | Removed cost-sharing (copayments, deductibles, or coinsurance) for medically necessary outpatient and inpatient COVID-19 testing and treatment at in-network or out-of-network providers, urgent care centers, emergency departments, hospitals, and other facilities for the duration of the public health emergency. Removed cost-sharing for telemedicine services to enable our members to seek care virtually, reducing the need to go to medical offices. | Cost Share Waived for In-Network Telehealth Services UHC also is waiving cost sharing for in-network telehealth services for medical, outpatient behavioral and PT/OT/ST services from March 31, 2020 until June 18, 2020 for Medicare Advantage, Medicaid, and Individual and fully insured Group Market health plan with opt-in available for self-funded employers. | MassHealth does not require its members to make copayments for most MassHealth covered services, including laboratory testing and primary care provider and specialist visits. MassHealth reminds providers of those services for which MassHealth charges copayments, such as pharmacy services, that they "may not refuse services to any members who are unable to pay the copayment at the time service is provided." | For the next 90 days, until June 4, 2020, Aetna will waive member cost sharing for any covered telemedicine visit – regardless of diagnosis. Medicare: Until further notice, Aetna will offer zero co-pay for covered telemedicine visits for any diagnosis to all Individual and Group Medicare Advantage members. |
|--------------------------------|---|---|---|--|---|---|--|---|---|--|

| OTHER TERMS | |
|----------------------------|--|
| Term | Definition |
| Telehealth | A broad range of technologies and services to provide the delivery of health information, training, and patient care. Telehealth services can include health assessments, diagnosis, intervention, supervision, and information transfer. |
| Telemedicine | Telemedicine is a more specific term that defines telecommunication healthcare services. Telemedicine is the real time, two-way interactive communication between the patient and the practitioner. Telemedicine is live, interactive and include services such as remote office/practitioner visits, clinical services, and examinations. |
| Synchronous | Two-way audiovisual link between a patient and a care provider |
| Asynchronous | Store-and-forward technology |
| Distant or Hub Site | Distant or Hub site is the location where the physician or a licensed practitioner delivering the service is located at the time the clinical service was telecommunicated. |
| Origination Site | Origination site is the location where the Medicaid or Medicare patient is at the time when the remote healthcare service is provided. Qualified telepresenters could be required to administer the clinical services. |

| Other Payer COVID-19 specific links: | |
|--------------------------------------|---|
| Aetna | Aetna Provider |
| Allways | AllWays |
| Commonwealth Care | Commonwealth Care |
| Fallon | Fallon |
| Medicare | Link to All Medicare Telehealth Codes |
| Senior Whole Health | No information available at this time |
| Unicare | No information available at this time |
| United Health | UnitedHealth |

***This guidance has been compiled by New England Quality Care Alliance (NEQCA) and is based on the most current information available at the time of publication. NEQCA is not responsible for any issues related to billing and reimbursement.**

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