

RB.024.A

Professional Telehealth Services (Medicaid and CHIP)



Health Partners Plans

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MEDICAL POLICY/CLAIM PAYMENT POLICY BULLETIN

*** NOTIFICATION OF PENDING POLICY IMPLEMENTATION ***

Please note that this Policy Bulletin will be implemented on 8/1/2022.
This document provides a 60-day notification of its pending implementation, and is not currently implemented.

PRODUCT VARIATIONS

This policy only applies to Health Partners Plans (HPP) Medicaid and CHIP lines of business.

The content found in this document is subject to change based on DHS guidance and the duration of the PHE.

POLICY STATEMENT

Professional Telehealth Services are covered and eligible for reimbursement when all the following requirements are met:

- The service is medically necessary and is delivered using any of the following types of communication:
 - Telehealth visit
 - Telephone based evaluations
- The member seeking medical care is present at the time of service (i.e., real-time interaction between the member and the healthcare provider).
- Service must be rendered by HPP Physicians (PCP or Specialist), Nurse Practitioners (NP's), Certified Registered Nurse Anesthetists (CRNA), Physician Assistants (PA's), Registered dietitians, Nurse -midwives, Clinical Nurse specialist.

Virtual check-ins and E-visits are not eligible for reimbursement consideration.

Health Partners Plans (HPP) follows the guidelines listed below for telehealth/telemedicine services .

TYPE OF SERVICE	DESCRIPTION OF SERVICE	CODING	Patient Relationship with Provider	Required Place of Service	Required Modifier	Requires Audiovisual Synchronous Real-time Communication
Telehealth Visits*	A visit with a provider that uses synchronous interactive audio and video telecommunications system	99202-99205 99212-99215 (office or other outpatient visits)	New or Established	02 or 10	GT or 95	Yes
		99381-99385 99391-99395	New or Established	02 or 10	GT or 95	Yes
		G0425, G0426, G0427 (Telehealth Consultations, emergency department or initial inpatient)	New or Established	02 or 10	GT or 95	Yes
		G0406, G0407, G0408 (Follow-up inpatient telehealth consultations furnished to individuals in hospitals or SNFs)	New or Established	02 or 10	GT or 95	Yes
Telephone Based Evaluations	<p>Telephone services are non-face-to-face encounters originating from the established patient for evaluation or management of a problem provided by a qualified clinician</p> <p>For telephone-based services, codes are time-based.</p>	Codes 99441-99443, 98966-98968	Established	02 or 10	--	No

***For telehealth visits** (synchronous interactive audio and video telecommunications system) providers must report the appropriate Evaluation & Management (E&M) procedure code that would have applied had the service been provided in the office. In addition, providers must use the appropriate telehealth modifier, 95, GT. These types of visits shall be reimbursed in accordance with the provider’s contract, Health Partners Plans fee schedules and the member’s benefit plan.

Urgent Care Centers (UCCs) are NOT eligible to receive payment for their case rate code (S9083) when Professional Telehealth Services are performed. If an UCC submits a claim with their case rate code when a service is rendered via telehealth, the claim will be denied. Only services rendered in person and face to face are eligible for case rate payment (S9083). UCC's are eligible for payment of Professional Telehealth Services if the policy criteria are met and the above Telehealth Visit procedure codes are explicitly included in the provider's contract with Health Partners Plans.

Federally Qualified Health Centers (FQHCs) are NOT eligible to receive payment for their case rate code (T1015) when Professional Telehealth Services are performed. If an FQHC submits a claim with their case rate code when a service is rendered via telehealth, the claim will be denied. Only services rendered in person and face to face are eligible for case rate payment (T1015). FQHCs are eligible for fee-for-service payment of Professional Telehealth Services if the policy criteria are met.

Telephone-based evaluations must not be reported as an E&M since there are specific codes for these types of services and the level of reimbursement may vary.

POLICY GUIDELINES

1. Professional Telehealth Services would typically NOT occur more than once per week for the same episode of care. Providers may be subject to an audit if increased frequency occurs.
2. Authorization is not required for Professional Telehealth Services alone.
3. Providers are expected to report the most appropriate Current Procedural Terminology (CPT®), or Healthcare Common Procedure Coding System (HCPCS) code and applicable modifier for Professional Telehealth Services provided.
4. Telephone codes 99441-99443, 98966-98968 should not be reported when originating from a related E/M service provided within the past seven days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment. Telephone call codes should not be reported for postop visits.
5. Telephone services may only be utilized in situations where synchronous interactive audio and video telecommunications is not available for the member.
6. Payment of Professional Telehealth Services may be impacted by CCI edits.
7. For providers paid on a capitation basis, services delivered through telehealth are considered included in capitation and are not separately payable.
8. HPP reserves the right to audit Professional Telehealth Services to evaluate:
 - a) Compliance with this policy or related state and federal regulations
 - b) Effectiveness and impact to our members
 - c) Quality of care

9. Nurse Practitioners (NPs), Certified Registered Nurse Anesthetists (CRNA), Physician Assistants (PAs), Registered dietitians, nurse midwives, and clinical nurse specialists are required to perform services within the scope of their license.
10. Professional Telehealth Services do not include text messages.
11. Providers must fully document services rendered and identify the telecommunication technology used in the patient’s medical record.
12. When providers bill for Professional Telehealth Services in hospital-based clinics, they are not eligible for payment of facility fee component.

CODING

The Current Procedural Terminology (CPT®), Healthcare Common Procedure Coding System (HCPCS), and the 10th revision of the International Statistical Classification of Diseases and Related Health Problems (ICD-10) codes that may be listed in this policy are for reference purposes only. Listing of a code in this policy does not imply that the service is covered and is not a guarantee of payment. Other policies and coverage guidelines may apply. When reporting services, providers/facilities should code to the highest level of specificity using the code that was in effect on the date the service was rendered. *CPT® is a registered trademark of the American Medical Association.*

COVERED

CODE	NARRATIVE
99202	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and straightforward medical decision making. When using time for code selection, 15-29 minutes of total time is spent on the date of the encounter.
99203	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and low level of medical decision making. When using time for code selection, 30-44 minutes of total time is spent on the date of the encounter.
99204	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and moderate level of medical decision making. When using time for code selection, 45-59 minutes of total time is spent on the date of the encounter

99205	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and high level of medical decision making. When using time for code selection, 60-74 minutes of total time is spent on the date of the encounter.
99212	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and straightforward medical decision making. When using time for code selection, 10-19 minutes of total time is spent on the date of the encounter
99213	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and low level of medical decision making. When using time for code selection, 20-29 minutes of total time is spent on the date of the encounter.
99214	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and moderate level of medical decision making. When using time for code selection, 30-39 minutes of total time is spent on the date of the encounter.
99215	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and high level of medical decision making. When using time for code selection, 40-54 minutes of total time is spent on the date of the encounter.
99381	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; infant (age younger than 1 year)
99382	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; infant (age 1 through 4 years)
99383	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; infant (age 5 through 11 years)
99384	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; infant (age 12 through 17 years)

99385	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; infant (age 18 through 39 years)
99391	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; infant (age younger than 1 year)
99392	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; infant (age 1 through 4 years)
99393	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; infant (age 5 through 12 years)
99394	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; infant (age 12 through 17 years)
99395	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; infant (age 18 through 39 years)
99461	Initial care per day, for E/M of normal newborn infant seen in other than hospital or birthing center
G0406	Follow-up inpatient consultation, limited, physicians typically spend 15 minutes communicating with the patient via telehealth
G0407	Follow-up inpatient consultation, intermediate, physicians typically spend 25 minutes communicating with the patient via telehealth

G0408	Follow-up inpatient consultation, complex, physicians typically spend 35 minutes communicating with the patient via telehealth
G0425	Telehealth consultation, emergency department or initial inpatient, typically 30 minutes communicating with the patient via telehealth
G0426	Telehealth consultation, emergency department or initial inpatient, typically 50 minutes communicating with the patient via telehealth
G0427	Telehealth consultation, emergency department or initial inpatient, typically 70 minutes or more communicating with the patient via telehealth
99441	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 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
99442	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 11-20 minutes of medical discussion
99443	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 21-30 minutes of medical discussion
98966	Telephone assessment and management service provided by a qualified nonphysician health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous 7 days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion

98967	Telephone assessment and management service provided by a qualified nonphysician health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous 7 days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment; 11-20 minutes of medical discussion
98968	Telephone assessment and management service provided by a qualified nonphysician health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous 7 days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment; 21-30 minutes of medical discussion

NON-COVERED

CODE	NARRATIVE
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 7 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 7 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
G2250	Remote assessment 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 service provided within the previous 7 days nor leading to a service or procedure within the next 24 hours or soonest available appointment
G2251	Brief communication technology-based service, e.g. virtual check-in, by a qualified health care professional who cannot report evaluation and management services, provided to an established patient, not originating from a related service provided within the previous 7 days nor leading to a service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of clinical discussion

G2252	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 EM service provided within the previous 7 days nor leading to an EM service or procedure within the next 24 hours or soonest available appointment; 11-20 minutes of medical discussion
99421	Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10 minutes
99422	Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 11-20 minutes
99423	Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 21 or more minutes
98970	Qualified nonphysician health care professional online digital assessment and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10 minutes
98971	Qualified nonphysician health care professional online digital assessment and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 11-20 minutes
98972	Qualified nonphysician health care professional online digital assessment and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 21 or more minutes

ICD 10 CODING

Services to diagnose or treat COVID-19 should be coded using the appropriate ICD-10 codes identified by the CDC.

MODIFIER

95: Synchronous Telemedicine Service Rendered via Real-Time Interactive Audio and Video Telecommunications System.

GT: Via interactive audio and video telecommunication systems

BENEFIT APPLICATION

COST-SHARING

Cost-sharing may apply for some Professional Telehealth Services based on the benefit plan.

This Reimbursement Policy does not constitute a description of benefits. Rather, this assists in the administration of the member’s benefits which may vary by line of business. Applicable benefit documents govern which services/items are eligible for coverage, subject to benefit limits, or excluded completely from coverage.

DESCRIPTION OF SERVICES

Professional Telehealth Services: Services performed by professional providers using technology to evaluate and communicate with members are limited to telehealth visits, virtual check-ins, telephone based-evaluations, and e-visits

Telehealth Visits: A visit with a provider that uses synchronous interactive audio and video telecommunications system.

Virtual check-ins: A brief (5-10-minute) check-in with a provider via telephone or other telecommunications device to determine whether an office visit or other service is needed for an established patient. A remote evaluation of recorded video and/or images submitted by an established patient.

Telephone-based evaluations: Telephone services are non-face-to-face encounters originating from the established patient for evaluation or management of a problem provided by a qualified clinician.

E-Visits: An established patient-initiated non-face-to-face communication through an online patient portal.

Interactive telecommunications system: Multimedia communications equipment that includes, at a minimum, audio and video equipment permitting two-way, real time interactive communication between the patient and distant site physician or practitioner. Telephones, facsimile machines, and electronic mail systems do not meet the definition of an interactive telecommunications system.

Synchronous interaction: A real-time interaction between a patient and a health care provider located at a distant site.

DISCLAIMER

Approval or denial of payment does not constitute medical advice and is neither intended to guide nor influence medical decision-making.

POLICY HISTORY

Summary	Version	Version Effective Date
This is a new policy.	A	8/1/2022

REFERENCES

- 1) Department of Human Services (DHS). Telemedicine Guidelines Related to Covid-19. Provider Quick Tips #229 <https://www.dhs.pa.gov/providers/Quick-Tips/Documents/PROMISeQuickTip229.pdf>
- 2) Department of Human Services (DHS). Telemedicine Guidelines Related to Covid-19. Provider Quick Tips #242 <https://www.dhs.pa.gov/coronavirus/Pages/OMAP-QTIP242-Telemedicine-Guidelines.aspx>
- 3) Department of Human Services (DHS). Medical Assistance Bulletin. Guidelines for the Delivery of Physical Health Services via Telemedicine. <https://www.dhs.pa.gov/docs/Publications/Documents/FORMS%20AND%20PUBS%20OMAP/MAB2022050601.pdf>