FPI Home Telehealth Billing Grid

Payer	Allowing Patient's Home As Originating Site During COVID-19 Emergency?	Consent Requirements	Services Allowed Via Telehealth	Permitted Distant Site Providers	Permitted Distant Site Locations	Telehealth Modifier Required on CPT/HCPCS?	Place of Service to Use on Claim (Item 24B)	Location Address to Use on Claim (Item 32)	Also covering Communication Technology-Based Services?	Helpful Websites	Notes
Medicare	**Yes, effective for dates of service 3/6/2020 and for duration of COVID-19 Public Health Emergency.**	Verbal patient consent documented in chart	See CMS List of Telehealth Services: https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes	Physicians, Nurse practitioners (NPs), Physician assistants (PAs), Nurse-midwives, Clinical nurse specialists (CNS), Certified registered nurse anesthetists (CRNAs), Registered dietitians or nutrition professionals, Clinical psychologists (CPs) and Clinical Social Workers (CSWs) Note: CPs and CSWs cannot bill for psychiatric diagnostic interview examinations with medical services or medical evaluation and management services under Medicare. These practitioners may not bill or receive payment for CPT codes 90805, 90807 and 90809.	Only those sites identified on the provider's enrollment form. Home office is acceptable, if identified on provider's enrollment form. Hotel rooms, cars, etc. are not permitted locations.	Not for most services (modifier GT no longer required by Medicare as of 1/1/2018). G0 is used for acute stroke care via telehealth.	02-Telehealth	Physical location of the provider during the telehealth service. **Site must be one identified on the provider's enrollment form.**	Yes. G2012 and G2010 for virtual check-ins. CPT codes 99421-99423 and HCPCS codes G2061-G2063, as applicable, for provider-patient communications via MyPortfolio (requires patient consent).	https://www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page	See also CMS FAQS: https://edit.cms.gov/files/document/medicare-telehealth-frequently-asked-questions-faqs-31720.pdf as well as CMS Fact Sheet at: https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet
Medical Assistance	Yes	Verbal patient consent documented in chart	Services subject to same restrictions as those provided in-person.	Any provider enrolled with Maryland Medicaid. Telehealth must be a permitted delivery model within their scope of practice.	Any site, including a secure space in the provider's home.	GT modifier is required	Use the place of service code corresponding to the provider's physical location at the time of service. POS 02 is **not** recognized for Medical Assistance, except for Medicare crossover claims	Physical location of the provider during the telehealth service.	Yes. G2012 and G2010 for virtual check-ins.	https://mmcp.health.maryland.gov/SiteAssets/SitePages/Telehealth/Telehealth%20Program%20Manual%20Oct2019.pdf	https://www.marylandphysicianscare.com/content/dam/centene/maryland/pdfs/COVID-19%20%231_Telehealth%20Guidance_Neall.pdf
MA/MCOs	Yes	Verbal patient consent documented in chart	Services subject to same restrictions as those provided in-person.	Any enrolled provider. Telehealth must be a permitted delivery model within their scope of practice.	Any site, including a secure space in the provider's home.	GT modifier is required	Use the place of service code corresponding to the provider's physical location at the time of service. POS 02 is not recognized for Medical Assistance claims	Physical location of the provider during the telehealth service.	Yes. G2012 and G2010 for virtual check-ins.		MA/MCOs have been instructed to follow the same "home" originating site waiver as Medical Assistance.
Carefirst	Yes	Verbal patient consent documented in chart	Services subject to same restrictions as those provided in-person.	Any enrolled provider. Telehealth must be a permitted delivery model within their scope of practice.	No restrictions in CareFirst policies	GT modifier or 95 modifier	Use the place of service corresponding to the provider's physical location at the time of service.	Physical location of the provider during the telehealth service.	Unclear at this time.	Link to retrieve telemedicine policy is below. At advanced search, enter "telemedicine". https://provider.carefirst.com/providers/medical/medical-policy.page	CareFirst already allowed the patient's home as an originating site for telehealth services.
United Healthcare	**Yes - until at least 4/30/2020**	Verbal patient consent documented in chart	Those services recognized by CMS and by the AMA in Appendix P of CPT	Recognizes the CMS-designated list of providers	No restrictions in United Healthcare policies	GT, GQ, G0 or 95 modifier, as required	United recognizes, but does not require POS 02-Telehealth.	Physical location of the provider during the telehealth service.	Yes. G2012 and G2010 for virtual check-ins. CPT codes 99421-99423 and HCPCS codes G2061-G2063, as applicable, for provider-patient communications via MyPortfolio (requires patient consent).	https://www.uhcprovider.com/content/dam/provider/docs/public/policies/medicaid-comm-plan-reimbursement/UHCCP-Telehealth-and-Telemedicine-Policy-(R0046).pdf	New policy in effect 3/14/2020 and to continue through at least 4/30/2020.
Aetna	Yes	Verbal patient consent documented in chart	Services subject to same restrictions as those provided in-person.	Any enrolled provider. Telehealth must be a permitted delivery model within their scope of practice.	No restrictions in Aetna policy	GT or 95 modifier. G0 for acute stroke care.	02-Telehealth	Physical location of the provider during the telehealth service.	Yes. G2012 and G2010 for virtual check-ins. 99441-99443 for phone calls.	https://cvshealth.com/newsroom/press-releases/cvs-health-announces-covid-19-resources-aetna-members	
Kaiser	**Unknown. Currently,** Kaiser does not have an external reimbursement policy for telemedicine. Kaiser leadership is holding an urgent meeting 3/16 or 3/17 to discuss the high volume of requests in light of the recent crisis.										
Cigna	**Yes, however awaiting additional information.** Per Cigna 3/16/2020: "Billing and reimbursement guidance will be sent directly to our provider community early this week"	Unclear at this time	Unclear at this time	Unclear at this time	Unclear at this time	Unclear at this time	Unclear at this time	Unclear at this time	Unclear at this time	Unclear at this time	Virtual Care visits not related to COVID-19* - Visits are covered under member's standard benefits through our national vendors MDLive & American Well - Visits are covered under member's standard benefits through Cigna's network of providers through May 31, 2020 Virtual Care visits related to COVID-19* - Visits are covered with no member cost share through our national vendors MDLive & American Well through May 31, 2020 Visits are covered with no member cost share through Cigna's network of providers through May 31, 2020

Contact FPI Compliance Office via CodingHelpline@fpi.umaryland.edu with questions.

Information current as of 3/17/2020, 4:00 pm