

COVID-19 Information for our Health Care Provider Partners
-PLEASE SHARE WITH ALL PRACTICE LOCATIONS AND PERTINENT STAFF-

To: Physicians and Professional Health Care Practitioners
Date: March 20, 2020
Subject: Telehealth Billing and Reimbursement Information

We continue to monitor Novel Coronavirus (COVID-19) and are rapidly developing contingencies and solutions to ensure that the health and well-being of our members is first and foremost. The following information is meant to assist you in providing care and ease of access to our members during the COVID-19 State of Emergency. If you have questions about this information, please reach out to us via email at UniveraPR@univerahealthcare.com.

Billing and Enhanced Reimbursement Information for Telehealth Services

- Effective for dates of service on and after March 13, 2020, we will increase the rates for telehealth telephone and online evaluation services provided to commercial and Medicare members to 150% of 2020 Medicare rate. These enhanced rates will remain in effect as long as New York state is under a State of Emergency. A list of applicable codes and rates are included on the last page of this notice.
- For **all lines of business** (commercial, Medicare Advantage, NYS Government Programs and Special Programs) during the COVID-19 State of Emergency, electronic information and communication technologies for telehealth include telephonic and video modalities, including technology commonly available on smart phones and other devices (e.g., Skype, FaceTime, Zoom). These communication technologies may be used when medically appropriate to deliver health care services, without risk of imposed penalties for noncompliance with HIPAA rules.
- Providers rendering telehealth services that meet the criteria for an office evaluation and management (E/M) service should bill the office E/M code with place of service 02. Likewise, providers rendering any service which would normally be provided in their office (e.g., psychotherapy, diabetic education) should bill under the same code they would normally submit and include place of service 02. These codes will be reimbursed at the same rate as if performed face-to-face in the office setting and will not be subject to member cost-share.

(Continued on the next page)

- Effective for dates of service on or after March 13, 2020, during the current State of Emergency only, **New York State Medicaid** will reimburse telephonic E/M services (CPT® codes 99441-99443) delivered to members in cases where face-to-face visits may not be recommended, and it is medically appropriate for the member to be evaluated and managed by telephone. Telehealth will be covered for all appropriate services for all patients for whom it is medically appropriate to treat through this modality. However, telephonic services are only to be rendered for the care of established patients or the legal guardian of an established patient.
 - Telephonic E/M services must be provided by a physician, nurse practitioner, physician assistant, or licensed midwife actively enrolled in fee-for-service Medicaid or Medicaid Managed Care plans.
 - If the telephone call follows a clinic/office visit performed and reported within the past seven calendar days for the same diagnosis, then the telephone services are considered part of the previous clinic/office visit and should not be billed separately.
 - However, if a patient face-to-face visit is not possible due to the State of Emergency, practitioners should assess if a telephonic visit is clinically appropriate to properly care for the patient. In such instances, visits documented as clinically appropriate by the provider would be considered medically necessary for payment purposes. All other requirements in delivery of these services otherwise apply.

Relevant CPT® Codes:

99441: Telephone E/M service; 5-10 minutes of medical discussion

99442: 11-20 minutes of medical discussion

99443: 21-30 minutes of medical discussion

- Reimbursement of these codes will be made at the same rates for all New York State Government Programs (i.e. Medicaid Managed Care, Child Health Plus and Health and Recovery Plan) and also for Special Programs (Essential Plan and Healthy NY). Hospital-employed physicians who are paid at eMedNY rates will be paid at the New York state published rates for these services. All other physicians will be reimbursed at the Univera Healthcare Safety Net physician fee schedule as posted on our web site, Provider.UniveraHealthcare.com.

TELEHEALTH REMINDERS

- A telehealth visit is an option for initial screenings for COVID-19 when an in-office visit is not an option.
- At this point in time, when telehealth is a covered benefit, telehealth visits are covered for all medically necessary diagnoses (not just those related to COVID-19) with no member cost-share until the State of Emergency has been lifted.
- Telehealth services are covered under all product lines, although there is some variation in covered codes for Medicare Advantage and Medicaid. (Refer to the grid on the next page)

(Continued on the next page)

Telehealth Codes and Reimbursement Information

Telephone Code	Category, Who Can Bill and Short Descriptor	Rate for Commercial & Medicare Advantage
98966	Audio - Phone Only - non-MD Telephone management, non-physician, established patient; 5-10 minutes	For pricing information, please click the link directly below the link to this document on the Catholic Medical Partners website. You will be required to log in.
98967	Audio - Phone Only - non-MD Telephone management, non-physician, established patient; 11-20 mins	
98968	Audio - Phone Only - non-MD Telephone management, non-physician, established patient; 21-30 minutes	
98970**	Qualified nonphysician health care professional online digital evaluation 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 evaluation 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 evaluation and management, for an established patient , for up to 7 days, cumulative time during the 7 days; 21 or more minutes	
99421	Physician or qualified health care professional online digital evaluation and management, for an established patient , for up to 7 days, cumulative time during the 7 days; 5-10 minutes	
99422	Physician or qualified health care professional online digital evaluation and management, for an established patient , for up to 7 days, cumulative time during the 7 days; 11-20 minutes	
99423	Physician or qualified health care professional online digital evaluation and management, for an established patient , for up to 7 days, cumulative time during the 7 days; 21 or more minutes	
99441	Audio - Phone Only - MD/NP/PA Telephone management, physician or qualified health care professional, established patient, 5-10 minutes	
99442	Audio - Phone Only - MD/NP/PA Telephone management, physician or qualified health care professional, established patient, 11-20 minutes	
99443	Audio - Phone Only - MD/NP/PA Telephone management, physician or qualified health care professional, established patient, 21-30 minutes	
G0071	Medicare - Virtual Check in-RHC/FQHC Communications-based technology services, virtual check- in or remote evaluation of video/images by rural health clinic or federally qualified health center ; 5 minutes or more	
G2010	Medicare - Remote Evaluation Remote eval of recorded video or images, submitted by established patient, includes interpretation and follow up with patient within 24 hours	
G2012	Medicare – Virtual Check-in Communications based technology services, virtual check in by MD or qualified healthcare professional who can report E&M services; 5 -10 mins of medical discussion	
G2061	Medicare - non-MD online assessment Qualified nonphysician health care professional online assessment, for an established patient, for up to seven days, cumulative time during the 7 days; 5-10 minutes	
G2062	Medicare - non-MD online assessment Qualified nonphysician health care professional online assessment service, for an established patient, for up to seven days, cumulative time during the 7 days; 11-20 minutes	
G2063	Medicare - non-MD online assessment Qualified nonphysician health care professional online assessment service, for an established patient, for up to seven days, cumulative time during the 7 days; 11-20 minutes	

** Codes 98970-98972 are not covered by Medicare Advantage; use G2061-G2063.