



COVID-19 Related Telehealth Services Summary and Reimbursement

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Dr. Margaret Paroski and Dr. Thomas Lawrence from CMP executive leadership team recommend all providers complete SOAP notes in their EHR for any telephonic or telehealth visits to support potential retrospective payments that may result if changes to payment policies evolve over time and during this crisis.

In most instances, coding and reimbursement is allowed by providers such as physicians and advanced practice clinicians.

NOTE: For all payers, HIPAA Compliance Relief for Telehealth:

HHS (Health and Human Services) is relaxing HIPAA requirement for flexibility of video and telehealth solutions such as **SKYPE** and **FaceTime**:

<https://www.hhs.gov/about/news/2020/03/17/ocr-announces-notification-of-enforcement-discretion-for-telehealth-remote-communications-during-the-covid-19.html>

Univera

- Univera remains robust in its coverage and use of telehealth and telemedicine services.
- Services covered under all product lines and can be used for all patients for any reason during this time of health crisis.
- Cost sharing is waived during this period for enrollees in Univera products.
- Telehealth Visit and Dx Coding Recommendations:

The most likely used codes are 99211 to 99215. **Place of service code 02 is required for all telehealth services.**

The appropriate modifier should also be used, when applicable:

- 95: Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunications system
- GQ: Via asynchronous telecommunications system
- GT: Via interactive audio and video telecommunications system
- GO: New – telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke
- 25: Indicates a significant, separately identifiable E&M service by the same physician, or other qualified healthcare professional on the same day as a procedure or other service

HealthNow New York, Blue Cross/Blue Shield products

- For primary care offices that participate in BestPractice, certain telephonic CPT codes are capitated. HealthNow is temporarily removing these codes from capitation and will pay these as Fee for Service
 - This includes CPT codes 98966 and 99441-99443; all visits telephonic/telehealth reimbursement with **use of 02 code for location**
 - SOAP note documented in EHR
- All lines of business; no video requirements
- HealthNow is reimbursing digital and telephonic CPT codes provided by qualified non-physicians for clinically appropriate services
 - includes CPT codes 98967, 98968, 98970-98972, 99421-99423, G2010, G2012, G2061-G2063 when billed with place of service of 02
- HealthNow recommendation to get first screening through Doctor on Demand:
 - <https://www.doctorondemand.com/>
 - No member out-of-pocket cost (Disadvantage: Doctor is not the regular PCP or doctor)

Independent Health (IHA)

- From IHA provider memo dated 3/13/2020: “To receive the Fee for Service payment on a COVID-19 related telehealth service, the claim line must be submitted with **modifier AO**. The diagnosis coding on the claim must align with the instructions within this letter in order to identify the service as COVID-19 related.”
- Scope of IHA reimbursement coverage at this time is interpreted to be only COVID and Coronavirus related telehealth services. The exception to this is specialists.
- Telehealth Visit and Dx Coding Recommendations: Visit codes covered by telehealth, must be accompanied **by location code of 02**.
- Teladoc is available to most IHA members. Recommended for providers with limited availability or for patients without an established PCP relationship:
 - <https://www.independenthealth.com/Teladoc.aspx>

Code	Description
99421	Online dig e/m svc 5-10 min
99422	Online dig e/m svc 11-20 min
99423	Online dig e/m svc 21+ min
99441	Phone e/m phys/qhp 5-10 min
99442	Phone e/m phys/qhp 11-20 min
99443	Phone e/m phys/qhp 21-30 min
99446	Interprofessional ph/intrnet/ehr 5-10
99447	Interprofessional ph/intrnet/ehr 11-20
99448	Interprofessional ph/intrnet/ehr 21-30
99449	Interprofessional ph/intrnet/ehr 31/>
99451	Interprofessional ph/intrnet/ehr 5/>
99452	Interprofessional ph/intrnet/ehr rfri
G2010	Remote image submit by pt
G2012	Brief check in by md/qhp

References:

HealthNow

General Information:

<https://www.bcbswny.com/content/wny/provider/news/coronavirus.html>

Univera

Current policy:

<https://www.univerahealthcare.com/documents/20152/127124/UNI-PRV-Telemedicine+and+Telehealth.pdf/92361136-ba1d-e581-22d5-8e0b831005e9?t=1584547897377>

IHA

ICD-10 Diagnosis coding instructions cited by IHA from the CDC:

<https://www.cdc.gov/nchs/data/icd/ICD-10-CM-Official-Coding-Gudance-Interim-Advice-coronavirus-feb-20-2020.pdf>

General information:

<https://www.independenthealth.com/Provider/COVID-19CoronavirusProviderUpdates>