

## Telehealth Billing Guide

Date 02/08/2021

Service Descriptions and Codes	Aetna	CareFirst	Cigna	United Health Care	Medicare	Maryland Medicaid and Medicaid MCOs
<b>Telehealth Visits</b> E/M Office visits CPT codes: <b>99202-99215</b>	Commercial Plans: POS = 02, Modifier GT or 95; Medicare Advantage Plans: POS = 11, Modifier 95 ( <b>Exception:</b> Aetna will cover minor acute E/M services rendered via telephone. A visual connection is not required.)	POS = 02; Modifier GT or 95	POS = 11; Modifier GT or 95 ( <b>Exception:</b> Cigna will cover services can be performed by phone, video, or both)	Commercial and Medicaid Plans POS =02; No Modifier Needed; Medicare Advantage Plan POS =11; Modifier 95	POS = 11; 95 Modifier	POS = 11; GT Modifier - Audio-Visual; UB Modifier - Audio Only*; <b>*MDH Exception</b> - allows for audio only services for patients who do not have or cannot operate audio-visual technology. Only CPT Codes - 99211 - 99213 covered by Audio Only Services
<b>Virtual Check-in</b> - Brief audio and/or visual communication CPT Codes: <b>G2012 , G2010; G2250; G2251, G2252</b>	POS 11; No Modifier. CPT: G2012 Covered by Medicare Advantage plans only	Not covered under current CareFirst Telehealth policy	POS 11; No Modifier	POS 11; No modifier	POS 11; No modifier	POS = 11; GT Modifier
<b>E-Visits</b> - Communication through Patient Portal CPT Codes: <b>99421 – 99423 G2061 – G2062</b>	POS 11; No Modifier CPTCodes G2061-G2063 - covered	Not covered under current CareFirst Telehealth policy	Covered for Established patients only.	POS 11; No modifier	POS 11; No modifier	POS = 11; GT Modifier
<b>Physician Telephone Services</b> - Telephone Communication without video, Audio Only CPT Codes: <b>99441 - 99443</b>	POS 11; No Modifier.	Carefirst will allow 99441-99443 = flat fee of \$20.00 <b>*Not a covered service for Specialist</b>	Covered for Cigna Medicare patients only.	Not covered under current UHC policy - <b>Use G2012 / G2252</b>	POS 11; No modifier	Not Covered

<b>Non- Physician Telephone Services</b> - Telephone Communication without video, Audio Only CPT Codes: <b>98966- 98968</b>	POS 11; No Modifier.	*Not covered under current CareFirst Telehealth policy	Covered for Cigna Medicare patients only.	Not covered under current UHC policy - <b>Use G2551</b>	POS 11; No modifier	POS = 11; GT Modifier
<b>Cost Sharing</b>	Cost Sharing Waived for PCP. Cost share waivers for Specialist telehealth visits expired on 1/1/21.	Waiving cost sharing for office visits, lab or treatments related to COVID. Members may be balance billed.	Cost Sharing Waived for COVID screening, testing and treatment through 4/20/2021	Cost Sharing Waived for Primary Care; Specialist will be adjudicated per patient's benefits	Cost Sharing Waived	N/A
<b>Expanded Telehealth Guideline Extension</b>	4/21/2021	4/21/2021	4/21/2021	4/21/2021	Duration of PHE	Duration of PHE

**Refer to individual payer websites for complete list of covered telehealth services.**

Refer to the CMS website for a complete list of covered telehealth services

<https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes>

*Cigna - Follows CMS guidelines regarding Telehealth Services.*

<https://medicareproviders.cigna.com>

*CAREFIRST - \*Due to a change in D.C. law for members covered by a D.C. insured product, member-initiated phone calls are covered at \$20, regardless of a provider's specialty. Physicians and Nurse Practitioners should use CPT Codes 99441, 99442 or 99443. Non-physician providers should use CPT codes 98966, 98967 or 98968.*

<https://individual.carefirst.com/individuals-families/about-us/coronavirus-healthcare-providers.page>

<https://www.aetna.com/health-care-professionals/covid-faq/telemedicine.html>

*UHC - UHC expanded Telehealth guidelines in effect during PHE. Guidelines will expire at the end of the PHE.*

<https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services/covid19-telehealth-services-telehealth.html>

Maryland Medicaid

<https://mmcp.health.maryland.gov/Pages/telehealth.aspx>

<https://mmcp.health.maryland.gov/SiteAssets/SitePages/Telehealth/April2020%20Telehealth%20Program%20Manual.pdf#:~:text=Effective%20October%207%2C%202019%2C%20all%20distant%20site%20providers,prior%20to%20rendering%20services%20via%20telehealth.%20Technical%20Requirements>