

Telehealth Billing Guide

Updated - 12/1/2021

Service Descriptions and Codes	Aetna	CareFirst	Cigna	United Health Care	Medicare*	Maryland Medicaid and Medicaid MCOs
Telehealth Visits E/M Office visits CPT codes: 99202-99215	Commercial Plans: POS = 02; Modifier GT or 95; Medicare Advantage Plans: POS = 11, Modifier 95	POS = 02; Modifier GT or 95	POS = 11; Modifier GT or 95	POS =02; No Modifier necessary (information only); UHC Medicare Adv - POS =11; Modifier 95;	POS = 11; 95 Modifier	POS = 11; GT Modifier - Audio-Visual; UB Modifier - Audio Only*
Virtual Check-in - Brief audio and/or visual communication CPT Codes: G2012 , G2010	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
E-Visits - Communication through Patient Portal CPT Codes: 99421 – 99423 G2061 – G2062	POS =11; No Modifier; CPTCodes G2061-G2063 - covered	Not covered under current CareFirst Telehealth policy	POS =11; No Modifier Cigna Medicare Advantage Only	POS = 11; No Modifier	POS = 11; No Modifier	POS = 11; GT Modifier
Physician Telephone Services - Telephone Communication without video, Audio Only CPT Codes: 99441 - 99443	POS = 11; No Modifier	Carefirst will allow 99441-99443 = flat fee of \$20.00 <i>*Not a covered service for Specialist</i>	POS =11; No Modifier	POS = 11; No Modifier UHC Medicare Advantage Only	POS = 11; No Modifier	Not Covered
Non- Physician Telephone Services - Telephone Communication without video, Audio Only CPT Codes: 98966- 98968	POS = 11; No Modifier	Carefirst will allow 98966-98968 = flat fee of \$20.00 <i>Limited specialties</i>	POS = 11; No Modifier	POS = 11; No Modifier UHC Medicare Advantage Only	POS = 11; No Modifier	Not Covered

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