

## Telehealth Billing Guide

Date 10/15/2020

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>99201-99215</b>	Commercial Plans: POS = 02, Modifier GT or 95; Medicare Advantage Plans: POS = 11, Modifier 95 ( <b>Exception: *Aetna</b> 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 *Telephone audio only is now allowed by Cigna</b> )	POS =11; Modifier 95 ( <b>Exception *Telephone audio only is now allowed by UHC</b> )	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</b>	POS 11; No Modifier. CPT: G2012 Covered by Medicare Advantage plans only	Not covered under current CareFirst Telehealth policy	Covers only G2012 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	Not covered under current Cigna policy	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>	Not covered under current Cigna policy	Not covered under current UHC policy	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	Not covered under current Cigna policy	Not covered under current UHC policy	POS 11; No modifier	POS = 11; GT Modifier
<b>Cost Sharing</b>	Cost Sharing Waived	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	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>	12/31/2020	12/31/2020	12/31/2020	12/31/2020	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>