

Telehealth Billing Guide

Updated - 4/10/2021

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 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*; *MDH Exception - 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
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	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 *Not a covered service for Specialist	POS 11; No Modifier	POS 11; No modifier	POS 11; No modifier	Not Covered

Non- Physician Telephone Services - Telephone Communication without video, Audio Only CPT Codes: 98966- 98968	POS 11; No Modifier.	Not covered under current CareFirst Telehealth policy	POS 11; No Modifier	POS 11; No modifier	POS 11; No modifier	Not Covered
Cost Sharing	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 expired 4/20/2021	Cost Sharing Waived for Primary Care; Specialist will be adjudicated per patient's benefits	Cost Sharing Waived	N/A
Expanded Telehealth Guideline Extension	TBD	TBD	Duration of PHE	Duration of PHE	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>

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

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

<https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwCVirtualCare.html>

<https://medicareproviders.cigna.com/static/medicareproviders-cigna-com/docs/coronavirus-billing-guidelines-faq.pdf>

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

<https://www.uhcprovider.com/content/dam/provider/docs/public/resources/news/2020/Telehealth-Patient-Scenarios.pdf>