

# UnitedHealthcare Commercial Reimbursement Policy Update Bulletin: December 2021

Revised		
Policy Title	Effective Date	Summary of Changes
Telehealth/Telemedicine Policy, Professional*	1/1/2022	<ul style="list-style-type: none"> <li>In alignment with the CMS Place of Service (POS) code set, beginning with dates of service on 1/1/2022, UnitedHealthcare will consider for reimbursement the new Telehealth POS code 10 (Telehealth Provided in Patient’s Home). UnitedHealthcare will continue to reimburse the existing POS code 02 (Telehealth Provided Other than in Patient’s Home).</li> <li>CMS revised the description of POS code 02 and created a new POS code 10 as follows:  <b>POS 02: Telehealth Provided Other than in Patient’s Home</b> – The location where health services and health related services are provided or received, through telecommunication technology. Patient is not located in their home when receiving health services or health related services through telecommunication technology.  <b>POS 10: Telehealth Provided in Patient’s Home</b> – The location where health services and health related services are provided or received through telecommunication technology. Patient is located in their home (which is a location other than a hospital or other facility where the patient receives care in a private residence) when receiving health services or health related services through telecommunication technology.</li> </ul>

\*This Reimbursement Policy will also be implemented for UnitedHealthcare Oxford Health Plans on the listed effective date.

**Note:** The absence of a policy does not automatically indicate or imply coverage. As always, coverage for a health service must be determined in accordance with the member’s benefit plan and any applicable federal or state regulatory requirements.



The complete library of UnitedHealthcare Commercial Reimbursement Policies is available [UHCprovider.com](https://UHCprovider.com) > Policies and Protocols > Commercial Policies > Reimbursement Policies for UnitedHealthcare Commercial Plans.