

VHAN Telehealth Coding Guide: Payor Approved Services

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Vanderbilt Health
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Payor/Health Plan	Telehealth Approved/Waived Services		Billing Codes (CPT & HCPCS)		ICD-10 Diagnostic Codes	Billing Modifiers
<p>Aetna</p>	<p>Telehealth Details: Cost-Sharing is waived for Teledoc AND all in-network visits including:</p> <p>Office Visits (OV) Behavioral Health (BH) Physical Therapy (PT) Occupational Therapy (OT) Speech Therapy (ST) Ophthalmological Services Evaluative and Therapeutic Otorhinolaryngologic Services</p> <p>All in-network telehealth commercial services above are waived at least through 06-04-20 for any visit reason, regardless of diagnosis (or until further notice)</p> <p>Expanded telehealth scope of coverage through 08-04-2020</p> <p>All in-network telehealth services are extended through 09-30-2020 for outpatient and mental health counseling services for commercial and will offer zero co-pay (all member out-of-pocket costs waived) for primary care and behavioral health visits for Medicare Advantage members</p> <p>For General Medicine and BH Visits, audio AND video are required. For acute visits, audio OR video is accepted</p>		<p>Behavioral Health: H0015, H0035, H2012, H2036, G0410, G2088, G0459 S9480, 90791, 90792, 90832, 90833, 90834, 90836, 90837, 90838, 90839, 90840, 90845, 90846, 90847, 90853, 90863, 96116, 96121, 96130-96139, 96156, 96158, 96159, 96164, 96165, 96167, 96168, 96170, 96171, 97151, 97153, 97155, 97156, 97157 Ophthalmological Services: 92065, 92526 Evaluative and Therapeutic Otorhinolaryngologic Services 92606, 92609</p>	<p>Therapies: ST: 92507, 92521, 92522, 92523 PT: 97161-97164, 97110, 97116 and 97112 OT: 97165-97168, 97110 97112, 97535 Telehealth Evaluation Services: 98970, 98971, 98972 99421, 99422, 99423 98966, 98967, 98968, 99441, 99442, 99443</p>	<p>Use of “Z” encounter screening diagnostic codes, in addition to family/medical history, and relevant acute and chronic conditions based on patient assessment</p>	<p>Non-facility must use POS 02 with the GT or 95 modifier. Fee schedules have been updated so claims with approved telemedicine CPT codes and modifiers with POS 02 will be reimbursed at the same rate as an equal office visit</p> <p>If Medicare, POS 02 or POS 11, with modifier 95 should be used</p>
<p>Cigna CAC</p>	<p>Telehealth Details: All standard face-to-face visits are covered via telehealth:</p> <p>Annual Preventive Visits Office Visits (OV) Behavioral Health (BH) Physical Therapy (PT) Occupational Therapy (OT) Speech Therapy (ST)</p> <p>COVID-19 screening, antibody testing, and treatment waiver extended through 07-24-2020</p>	<p>Free home delivery of up to 90-day supplies for prescription maintenance medications for those with a prescription benefit through Express Scripts. Access to Express Scripts pharmacist is 24/7 at: 1-800-853-3784</p> <p>Any type of technology may be used for telehealth visits except for PT/OT per standards below: PT/OT visits for low complexity can be audio OR video but for high complexity audio AND video must be used</p> <p>All telehealth services above are waived at least through 07-24-2020</p>	<p>Non-COVID-19 Virtual Visits (Telehealth): Usual Face-To-Face E/M Codes Exception during public health emergency Cigna will reimburse usual face-to-face rates Services can be performed by phone, video, or both Standard cost share will apply Non-COVID-19 Laboratory Tests: Usual Laboratory Codes Paid Per Contract</p>	<p>In-Office Visit Not Related to COVID-19: Usual Face-To-Face E/M Codes Normal cost-share will apply Behavioral Health: 96150-96154, 90832-90834, 90836-90838 Therapies: PT: 97161, 97162, 97110 OT: 97165, 97166, 97110 ST: 92507, 92526 Annual Preventive Medicine: 99381-99387 99391-99397</p>	<p>Use of “Z” encounter screening diagnostic codes, in addition to family/medical history, and relevant acute and chronic conditions based on patient assessment</p>	<p>Append with GQ, GT or 95 POS service normally billed Therapies: Place of Service 11, GQ Modifier</p>
<p>Cigna MA - Medicare Advantage</p>	<p>Telehealth Details: All visits types are covered at this time:</p> <p>Office Visits (OV) Behavioral Health (BH) Physical Therapy (PT) Occupational Therapy (OT) Speech Therapy (ST) Annual Wellness Visits (AWV) <i>Additional CMS approved services including</i></p>	<p>Other Details: No vital signs or physical exam required with AWW AWV requires audio and video No video required for telehealth visits (except AWW) CAHPS and HOS surveys on hold No HIPPA violations for mobile phone visits</p> <p>All telehealth services above are waived at least through 12-31-2020</p>	<p>Non-COVID-19 Related Services: Reimbursement for: E-Visits (Via Patient Portal) Virtual Check-Ins (Audio Only) Medicare Telehealth Visit (Video and Audio) Telephone Telehealth Customer cost-share (plan dependent) applies for these visits</p>	<p>Behavioral Health: Telephonic sessions to patients allowed 90785, 90791, 90832-90834, 90836-90840, 90845-90847, 90853 96130-96133, 96136-96139 96156, 96168, 96159 Therapies: ST: 92507, 92521-92522 PT: 97161-97164 OT: 97165-97168</p>	<p>Use of “Z” encounter screening diagnostic codes, in addition to family/medical history, and relevant acute and chronic conditions based on patient assessment</p>	<p>Therapies: Place of Service 11, GQ Modifier</p> <p>CR modifier for COVID-19 PHE services</p>

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UnitedHealthcare	<p>Telehealth Details: Cost-sharing is waived for in-network medical including:</p> <p>Annual Preventive Visits Behavioral Health (BH) Home Health Office Visits (OV) Physical Therapy (PT) Occupational Therapy (OT) Speech Therapy (ST) Chiropractic Telehealth Visits</p> <p>Telehealth visits may be billed using audio-video or audio only, except for PT/OT/ST/Chiropractic, which requires video</p> <p>Cost sharing will be waived for in-network telehealth services for COVID-19 through 7-24-2020 Non-COVID-19-related visits for medical, outpatient behavioral and PT/OT/ST services from 3-31-2020 through 06-18-2020</p> <p>In-network and out-of-network COVID-19 related testing-related visits are waived until 09-30-2020</p>		<p>Annual Preventive Medicine: 99381-99387 99391-99397</p> <p>Applied Behavioral Analysis: H0031-H0032, H2012, H2014, H2019, H2021, H2027</p> <p>Home Health S9128, S9129, S9131, S9123, S9124</p> <p>Therapies: ST: 92507, 97530, 92521-92523, 92526, 96105, 97129, 97130 PT: 97161-97164, 97110, 97116, 97530, 97122, 97535, 97750, 97755, 97760-97761 OT: 97165-97168, 97110, 97530, 97112, 97535, 97750, 97760, 97761</p> <p>Chiropractic: 99201-99205, 99211-99215, 97110, 97530, 97112, 97535, 97750, 97755, 97760-97761</p>		<p>Use of “Z” encounter screening diagnostic codes, in addition to family/medical history, and relevant acute and chronic conditions based on patient assessment</p>	<p>Modifier GT or GQ, in addition to modifier 95</p>
CMS-Medicare	<p>Telehealth Details: All visits types are covered at this time:</p> <p>Office Visits (OV) Follow-up inpatient consultations (SNF) Emergency Department, Initial Inpatient consultations Nursing facility care (1 visit every 30 days) Hospital care services (1 visits every 3 days) Kidney disease education services Individual and group diabetes training services Behavioral Health (BH) and psychotherapy Pharmacologic management Radiation Treatment Management Custodial Care Services Home Visits Psychiatric diagnostic interview exams ESRD related services</p>	<p>Physical Therapy (PT) Occupational Therapy (OT) Speech Therapy (ST) Nutrition Therapy Smoking cessation services, Alcohol/substance abuse services Depression screening Advanced care planning Cardiovascular disease therapy Transitional care management services Inpatient observation Annual Wellness Visits (AWV) Health Risk Assessment * Additional 80 services now approved</p> <p>All telehealth services above are waived during Public Health Emergency or until further notice</p> <p>CMS is waiving video requirement for certain counseling and education services, including telephone evaluations</p> <p>Effective 07-01-2020; Telehealth distant site service G2025 code to be used with all RHC/FQHCs Medicare approved services</p>	<p>All Telehealth Services: G0425-G0427, G0406-G0408, 99201-99215, 99231-99233, 99307-99310, G0420-G0421, G0108-G0109, 96150-96154, 90832-90838, G0459, 90791-90792, 90951, 90952, 90954, 90955, 90957, 90958, 90960, 90961, 90963, 90964-90970, G0270, 97802-97804, 96116, G0436, G0437, 99406, 99407, G0396, G0397, G0442-G0447, 99495-99498, 90845-90847, 99354-99357, G0438-G0439, G0508-G0509, G0296, 90785, 96160, 96161, G0506, 90839-90840, G0513, G0514, 77427, 99237, 99238, 99341-99345, 99477-99478, 99483, 97161-97168; 97110, 97112, 97116, 97535, 97750, 97755, 97760, 97761, 92521-92524, 92507, Q0314</p>		<p>Use of “Z” encounter screening diagnostic codes, in addition to family/medical history, and relevant acute and chronic conditions based on patient assessment</p>	<p>Submit telehealth services claims, using Place of Service (POS) 02-Telehealth, to indicate you furnished the billed service as a professional telehealth service from a distant site. As of January 1, 2018, distant site practitioners billing telehealth services under the CAH Optional Payment Method II must submit institutional claims using the GT modifier. Modifier 95, indicating that the service rendered was performed via telehealth</p>
CMS-Medicaid (TN)	<p>Telehealth Details: All visits types are covered at this time, and vary by state:</p> <p>Annual Preventive Visits/EPSTD Well Child Screenings (over 24 months of age) Immunization Counseling</p>		<p>Telephonic Consultations: 99201-99215, 99441-99443</p> <p>Annual Preventive Medicine: 99381-99387 99391-99397</p>	<p>Individual Counseling: 99401-99404</p> <p>Applied Behavioral Analysis: H0031-H0032, H2012, H2014, H2019, H2021, H2027, 97153,</p>	<p>Use of “Z” encounter screening diagnostic codes, in addition to family/medical history, and relevant acute and chronic</p>	<p>Submit telehealth services claims, using Place of Service (POS) 02-Telehealth, to indicate you furnished the billed service as a professional telehealth</p>

- Aetna – See telehealth details on the [VHAN Hub](#)
- Cigna – [Cigna News Release \(June 1, 2020\)](#)
- Humana – [Humana Coverage FAQs](#)
- UHC – [UHC Summary COVID-19 Dates by Program](#)
- CMS-Medicare- [Telemedicine Services Links](#)
- CMS-Medicaid (TN)- [Telemedicine Benefit Resources](#)
- Uninsured Patients- [Claims Reimbursement for Providers and Facilities](#)