Telehealth Billing Code Update for 2022

CMS Place of Service Codes for 2022

Effective 1/1/22, CMS has revised POS 02 and has created a new code (POS 10) for telehealth services delivered to the patient's home (see below). However, please note that four of our payors will not be using POS 10, including Medicare, Medicaid (OHP), Samaritan, and TriWest. Two of our payors will be using the new CMS codes: Moda and Regence BCBS. The following payors do not seem to have updated their POS codes: Aetna; Optum; and PacificSource. I have no new information for the following payors: First Health and HMA. Samaritan Choice & Employer Group plans instruct us to use POS 02 and no modifier is required. The newly defined POS codes are described below:

CMS Place of Service Codes as of 1/1/22		
The location where health services and health related services are provided or received, through telecommunication technology.		
02	Telehealth Provided Other than in Patient's Home	Patient is not located in their home when receiving services. (Effective 1/1/17) (Description change effective 1/1/22, and applicable for Medicare 4/1/22.)
10	Telehealth Provided in Patient's Home	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 services. (Effective 1/1/22, and available to Medicare 4/1/22.)
11	Office	Location, other than a hospital, skilled nursing facility (SNF), military treatment facility, community health center, State or local public health clinic, or intermediate care facility (ICF), where the health professional routinely provides health examinations, diagnosis, and treatment of illness or injury on an ambulatory basis.
https://www.cms.gov/Medicare/Coding/place-of-service-codes/Place_of_Service_Code_Set		

Telehealth Billing Codes (as of 3/8/22)		
Payor	**Place of Service**	**Modifier**
Aetna	02	Either GT or 95
First Health	02	95
HMA	11	95
Medicare	11*	95
	*POS is the same as if the service been furnished in person.	
Moda	02 or 10*	95**
	*Using new CMS definitions effective 1/1/22. **95 is optional.	
OHP-IHN	02	GT*
	*Per OHP: Use modifier GT for behavioral health services	

Optum	02	GT
PacificSource	02*	GT*
	*Provider Manual dated 09/2021 indicates POS 02 or 11 and Modifier GT or 95 are acceptable.	
Providence	02 or 10	*
	*Use of 95 or GT is optional and won't affect claim processing.	
Regence BCBS	02 or 10*	GT
	*Using new CMS definitions effective 1/1/22.	
Samaritan Choice & Employer Group	02	*
	*Modifier not required.	
Samaritan Advantage	11*	95
	*POS is the same as if the service been furnished in person.	
TriWest	11*	95
	*POS is the same as if the service been furnished in person.	
Last updated on 01.02.22		

Payor information

Payors	
	Payors
Aetna	- https://www.aetna.com/health-care-professionals.html - https://www.aetna.com/health-care-professionals/covid-faq/billing-and-coding.html
First Health	- http://www.firsthealth.com 800-937-6824 (option 3)
HMA	- https://www.accesshma.com/for-providers 800-869-7093
Medicare	https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth
Moda	- https://www.modahealth.com/medical - https://www.modahealth.com/pdfs/reimburse/RPM073_COVID19TelehealthExpansion.pdf email: providerrelations@modahealth.com
OHP-IHN	- https://www.oregon.gov/oha/HSD/OHP/Pages/Provider-Splash.aspx - tinyurl.com/yckz4tm9

	800-336-6016
Optum	- https://www.providerexpress.com/content/ope-provexpr/us/en.html - https://www.providerexpress.com/content/ope-provexpr/us/en/COVID19_Provider_Updates/COVID-19_Reimbursement_Guidelines.html (877) 614-0484
PacificSource	- https://pacificsource.com/providers/medical (509) 505-6470 / (855) 896-5208
Regence BCBS	https://www.regence.com/provider/library/whats-new/covid-19/covid-19-telehealth (800) 253-0838
Samaritan	- https://providers.samhealthplans.org - https://providers.samhealthplans.org/support/news-and-articles-for-providers 541-768-5207 or 1-888-435-2396
TriWest	- https://www.triwest.com/en/provider - https://www.triwest.com/en/provider/news--updates/telehealth - https://www.triwest.com/en/provider/news--updates/telehealth/#Claims-Billing-for Telehealth-Services 360-696-4061 (x36018)

Documentation

Aetna (as of 1/1/21):
https://www.aetna.com/health-care-professionals/covid-faq/billing-and-coding.html. What place of service code should be used for telemedicine services? (As of 10/14/2020). For commercial members non-facility telemedicine claims must use POS 02 with the GT or 95 modifier.

First Health: http://www.firsthealth.com; 800-937-6824 (option 3). No new information is

available. **HMA**: https://www.accesshma.com/for-providers; 800-869-7093. No new information is

available.

Medicare: https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth;
cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes;
https://telehealth.hhs.gov/providers/billing-and-reimbursement/billing-and-coding-medicare-fee-for-service-claims/?gclid=Cj0KCQiAt8WOBhDbARIsANQLp95mWV0OG3hzT3ms7mW5esMp4LV8nKPLGBuqvEO8p_7mK6zlhe-l60aAlqCEALw_wcB. Include Place of Service (POS) equal to what it would have been had the service been furnished in person. Append modifier 95 to indicate the service took place via telehealth.

Moda: https://www.modahealth.com/pdfs/reimburse/RPM073_COVID-19TelehealthExpansion.pdf.
See page 14. "Use POS 02 or 10. Modifier 95 is optional."

OHP: www.oregon.gov/OHA/HSD/OHP/Pages/COVID-19.aspx;
https://www.oregon.gov/oha/HSD/OHP/Tools/Oregon%20Medicaid%20COVID 19%20Provider%20Guide.pdf. Last updated 12/23/21. Telehealth/telemedicine services You may bill for these services retroactive to January 1, 2020. All telehealth/telemedicine in-person codes should be

billed using Place of Service code 02. For services delivered by synchronous video and audio: • Use modifier 95 for physical health services, in addition to other appropriate modifiers • Use modifier GT for behavioral health services, as identified on the fee-for-service fee schedule. For services delivered by telephone (when synchronous audio and video is not available to the patient and/or provider), use Place of Service 02 with no other modifier. OHA will pay the non-facility rate for FFS claims using POS 02.

Optum. https://www.providerexpress.com/content/ope-provexpr/us/en/COVID 19_Provider_Updates/COVID-19_Reimbursement_Guidelines.html Last updated: July 19, 2021. Billing Guidelines: Optum will reimburse telehealth services which use standard CPT codes for outpatient treatment and a GT, GQ or 95 modifier for either a video-enabled virtual visit or a telephonic session, to indicate the visit was conducted remotely. Non-contracted providers should use the Place of Service code they would have used had the service been furnished in person (for example, Place of Service code 11). Contracted providers can bill with either the POS they would have used had the service been furnished in person or they can use POS 02 and they should bill using the appropriate CPT code as indicated on their fee schedule. In accordance with CMS guidance, providers should not bill using CPT code(s) for "telephonic therapy."

PacificSource: https://pacificsource.com/providers/medical. https://pacificsource.com/sites/default/files/2021-10/PRV1_1021_ProviderManualConsolidation.pdf. From Provider Manual dated September 2021: Place of Service (POS) code 02 on CMS HCFA 1500 form will be paid at nonfacility RVU for commercial and Medicaid lines of business and Facility RVU for Medicare line of business. • Place of Service code 11 for telehealth claims is allowed but must be billed with either the GT or 95 modifier. • Modifier GT or Modifier 95 and additional modifiers may be appended when appropriate to the CPT or HCPCS for telemedicine consultations.

Regence **BCBS**: https://www.regence.com/provider/library/whats-new/covid-19/covid-19-telehealth. Effective 1/1/22. Telehealth services can be submitted with POS 02 or POS 10, as appropriate, and modifier GT. View the CMS guidelines for the appropriate use of the POS codes.

Samaritan: https://providers.samhealthplans.org/support/news-and-articles-for-providers. 12/16/21.

• Don't forget, when submitting telehealth claims for IHN-CCO, Samaritan Choice Plans and Employer Group Plans, place of service 02 should be used and modifiers are not required. • For Samaritan Advantage Health Plans telehealth claims, use modifier 95 and the same place of service as if the services had been rendered in person.
• Employer Group Plans and Samaritan Choice Plans billing guidance: All CPT/HCPCS codes payable as telehealth when billed with Place of Service (POS) 02, will be covered. • Samaritan Advantage Health Plans billing guidance All CPT/HCPCS codes, payable as telehealth when billed with modifier 95 and using the same place of service as if the services had been rendered in person, will be covered. Please reference the Centers for Medicare and Medicaid Services' website for the most up-to-date list of telehealth services payable under Medicare at cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes

TriWest: https://www.triwest.com/en/provider; https://www.triwest.com/en/provider/news--updates/telehealth. https://www.triwest.com/en/provider/news--updates/telehealth/#Claims-Billing-for Telehealth-Services; Q: Which Place of Service should be used for billing telehealth visits? When billing professional claims for telehealth services with dates of services on or after March 1, 2020, and for the duration of the COVID-19 pandemic, bill with the Place of Service normally billed (e.g., outpatient office visit POS 11) along with a modifier 95, indicating that the service rendered was actually performed via

telehealth. Under normal circumstances, the provider would bill with the Place of Service code 2, to indicate the care was rendered via telehealth. To receive payment equivalent to a normal face-to-face visit you will not bill POS 2 and instead will follow Medicare guidance to bill POS 11 as if care was delivered in the office during COVID-19. Q: Which modifiers are appropriate? During COVID-19, modifier 95 should be used. Outside of COVID-19 the modifier of GT should be used for synchronous telehealth services.