

Coding Policy

Telemedicine Services for Medicare Plans

CODING POLICY NUMBER: 67.A

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SCOPE: Providence Health Plan, Providence Health Assurance, Providence Plan Partners, and Ayin Health Solutions as applicable (referred to individually as “Company” and collectively as “Companies”). **The full Company portfolio of current coding policies is available online and can be [accessed here](#).**

POLICY APPLICATION

- Providence Health Plan Participating Providers Non-Participating Practitioners
 Commercial Medicaid/Oregon Health Plan Medicare

POLICY STATEMENT

- I. This policy (67.0.A) “Telemedicine Services for Medicare Plans” **applies only to telemedicine services for Medicare plans and applies to services from 1/1/2025 through 12/31/2025 or until further notice. See Coding Policy 67.0.E for telemedicine services for all plans except Medicare.**
- II. The Office for Civil Rights at the Department of HHS requires all telehealth platforms to be HIPAA-compliant beginning the day after the end of the PHE on May 11, 2023. Smart phone video options such as FaceTime and Skype will no longer be an option for telehealth services beginning May 12, 2023, based on these requirements.

- III. Telemedicine services are synchronous real-time interactive services utilizing either combined audio-video or audio-only technology. Company provides coverage for telemedicine services when the service is medically necessary and supported by evidence-based medical criteria. All providers (including chiropractors and naturopaths) who are credentialed with Company and who are performing services within their scope of license may perform telemedicine services listed on this policy.

- IV. Company will allow payment for medically appropriate services identified on List A in the Appendix when performed using a HIPAA-compliant device. The following conditions must be met for Company to make payments for telemedicine services listed on this policy:
 - A. The service must be furnished by a physician or authorized practitioner credentialed with Company;
 - B. Telemedicine services may be billed “incident-to” subject to PHP Reimbursement Policy “Incident-To Services,” which is available on ProvLink;
 - C. The service must be furnished to an individual who is eligible for telecommunication services with Company;
 - D. Except for codes on List A in the Appendix with “audio” indicator, the service must be furnished via an interactive video telecommunication system. Either modifier 93 or modifier FQ is required for audio-only services unless the CPT or HCPCS code description identifies the service as “audio-only.”

- V. Inpatient telehealth consultations (HCPCS codes G0425-G0427 and G0406-G0408) are furnished to Company members in hospitals or skilled nursing facilities via telecommunication technology at the request of the physician of record, the attending physician, or other appropriate source. The physician or practitioner who furnishes the inpatient consultation via telecommunication technology may not be the physician or practitioner of record or the attending physician or practitioner, and the inpatient telehealth consultation must be distinct from the care provided by the physician or practitioner of record or the attending physician or practitioner.

- VI. Additional telecommunication services not addressed on this policy:
 - A. Synchronous audio-only visits (CPT codes 98008-98016 and 98966-98968) are covered by Company as described on **Coding Policy 92.0**.
 - B. Online digital (e.g., email) services (CPT codes 99421-99423 and CPT codes 98970-98972) are covered by Company as described on **Coding Policy 53.0**.

- VII. As a condition of Company payment for telecommunication services, the physician or practitioner **must be licensed to provide the service under State law**. When the physician or practitioner is licensed under State law to provide a covered telecommunication service (i.e., professional consultation, office and other outpatient visits, individual psychotherapy, or pharmacologic management), then he or she may bill

for and receive payment for this service when delivered via a telecommunication system.

PROCEDURE

GENERAL

The use of a telecommunication system may substitute for a face-to-face, "hands on" encounter for services listed on this policy. The CPT/HCPCS codes covered by this policy are on [List A](#) in the Appendix at the end of the policy. **Telemedicine rules do not apply when the beneficiary and the practitioner are in the same location even if audio-only or audio-video technology assists in furnishing a service.**

Company does not recognize CPT codes 98000-98007 for telemedicine services. Providers may use CPT codes 99202-99215 with location code 02 (patient in facility) or 10 (patient in any location other than facility) for synchronous audio-video visits.

Except for codes on List A in the Appendix with "audio" indicator, the service must be furnished by synchronous audio-video telecommunication system. Either modifier 93 or modifier FQ is required for audio-only services unless the CPT or HCPCS code description identifies the service as "audio-only."

ORIGINATING SITE FACILITY FEE PAYMENT METHODOLOGY

These instructions for originating site payment methodology apply only to services that are performed when the patient is located in an originating site, such as outpatient hospital or physician's office, and the provider of services is in a location distant from the patient. The patient is not required to be in an originating site for services covered by this policy.

To receive the originating facility site payment, submit claims with HCPCS code Q3014, "Telehealth originating site facility fee" (short description "telehealth facility fee"). The type of service for telehealth originating site facility fee is "9, other items and services."

The benefit may be billed on bill types 12X, 13X, 22X, 23X, 71X, 72X, 73X, 76X, and 85X. Unless otherwise applicable, report the originating site facility fee under revenue code 078X and include HCPCS code Q3014.

If the originating site is a physician's office, the office location code (or place of service code) "11" is the only payable setting for code Q3014. The provider who bills the originating site facility fee may not be the same provider (or the same provider group or the same tax identification number) as the provider who is billing for services performed.

Modifier G0 (Telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke) may be added to Q3014 to identify services furnished for treatment of acute stroke. This modifier is not required by Company but will not affect payment if used.

LOCATION CODES AND MODIFIERS

Either modifier 93 or modifier FQ is required for audio-only services unless the CPT or HCPCS code description identifies the service as “audio only.” Use of these modifiers will not affect payment.

Modifier 93: Synchronous telemedicine service rendered via telephone or other real-time interactive audio-only telecommunications system

Modifier FQ: The service was furnished using audio-only communication technology

Telecommunication services on [List A](#) on this policy must be reported either with location code 02 (Telehealth Provided Other than in Patient’s Home) or location code 10 (Telehealth Provided in Patient’s Home). Modifiers GT, 95, GQ, and G0 are not required but will not affect payment if used.

- **Location code 02:** Patient is located in hospital or other facility when receiving health services or health related services through telecommunication technology. Services billed with location code 02 will be paid at the facility rate.
 - **Either modifier 93 or modifier FQ is required for services performed using audio-only communication technology.**
 - Modifiers GT, 95, GQ, and G0 are not required but will not affect payment if used.
- **Location code 10:** Patient is located in a private residence (or any location other than a hospital or other facility) when receiving health services or health related services through telecommunication technology. Services billed with location code 10 will be paid at the non-facility rate.
 - **Either modifier 93 or modifier FQ is required for services performed using audio-only communication technology.** Use of these modifiers will not affect payment.
 - Modifiers GT, 95, GQ, and G0 are not required but will not affect payment if used.

PREVENTIVE MEDICINE SERVICES

Preventive medicine services (CPT codes 99381-99397) are paid by Company when performed using two-way video connection. Use either location code 02 or location code 10 as appropriate based on the patient’s location and append Modifier 52 to the CPT code.

- **Modifier 52 is required for preventive medicine codes 99381-99397 when performed as telehealth services.**
- Preventive medicine services may not be performed using audio-only technology and will be denied if billed with modifier 93 or modifier FQ.

REFERENCES

1. CMS Telehealth Policy
2. Coding Policy 92.0 (Synchronous Audio-Only Telemedicine Services)

POLICY REVISION HISTORY

Date	Revision Summary
3/2023	Annual review (converted to new template 5/2023). Original policy effective date: 3/2020
5/2023	Add HCPCS codes G3002 and G3003 retroactive to 1/1/2023. Updated guidance from Office of Civil Rights showing that only HIPAA-compliant platforms may be used for telehealth services on or after May 12, 2023.
6/2023	Changed termination date for emergency provisions from December 31, 2023, to December 31, 2024.
01/2024	Annual policy review. Added CPT codes 0591T, 0592T, 0593T and HCPCS codes G0136, G2211.
6/2024	Removed wording that said telehealth services may not be billed incident-to. Updated policy to show telehealth services may be billed "incident-to" subject to PHP Reimbursement Policy "Incident-To Services," which is available on ProvLink. The supervising provider for telehealth services billed "incident to" may be available by audio/video technology rather than in person.
1/2025	Removed reference to temporary provisions made for the COVID-19 public health emergency. Added codes 94625-94626, 96202-96203, 97550-97552, 98960-98962, G0011, G0013, G0539-G0543, G0560, which were added to the list of codes CMS allows to be performed by telemedicine. Removed HCPCS codes S9152, S9443, which are not recognized by Company (see Coding Policy 22.0). Removed HCPCS code G0424 and CPT codes 99217 and 99343, which are retired codes.
3/2025	Updated policy to show this policy will remain in effect until 12/31/2025 or until further notice.

APPENDIX

Table 1: List A: Communication Technology Indicator

Codes with "audio" indicator on this list may be performed by telephone if two-way video connection is not available or feasible. **Either modifier 93 or modifier FQ is required for services performed using audio-only communication technology.**

Codes without "audio" indicator may be performed only by two-way video connection.

Code	Communication Technology
0362T	Two-Way Video Only

0373T	Two-Way Video Only
0591T	Audio or Two-Way Video
0592T	Audio or Two-Way Video
0593T	Audio or Two-Way Video
77427	Two-Way Video Only
90785	Audio or Two-Way Video
90791	Audio or Two-Way Video
90792	Audio or Two-Way Video
90832	Audio or Two-Way Video
90833	Audio or Two-Way Video
90834	Audio or Two-Way Video
90836	Audio or Two-Way Video
90837	Audio or Two-Way Video
90838	Audio or Two-Way Video
90839	Audio or Two-Way Video
90840	Audio or Two-Way Video
90845	Audio or Two-Way Video
90846	Audio or Two-Way Video
90847	Audio or Two-Way Video
90849	Audio or Two-Way Video
90853	Audio or Two-Way Video
90875	Two-Way Video Only
90901	Two-Way Video Only
90951	Two-Way Video Only
90952	Two-Way Video Only
90953	Two-Way Video Only
90954	Two-Way Video Only
90955	Two-Way Video Only
90956	Two-Way Video Only
90957	Two-Way Video Only
90958	Two-Way Video Only
90959	Two-Way Video Only
90960	Two-Way Video Only
90961	Two-Way Video Only
90962	Two-Way Video Only
90963	Two-Way Video Only
90964	Two-Way Video Only
90965	Two-Way Video Only
90966	Two-Way Video Only
90967	Two-Way Video Only
90968	Two-Way Video Only
90969	Two-Way Video Only
90970	Two-Way Video Only
92002	Two-Way Video Only

92004	Two-Way Video Only
92012	Two-Way Video Only
92014	Two-Way Video Only
92507	Audio or Two-Way Video
92508	Audio or Two-Way Video
92521	Audio or Two-Way Video
92522	Audio or Two-Way Video
92523	Audio or Two-Way Video
92524	Audio or Two-Way Video
92526	Two-Way Video Only
92550	Two-Way Video Only
92552	Two-Way Video Only
92553	Two-Way Video Only
92555	Two-Way Video Only
92556	Two-Way Video Only
92557	Two-Way Video Only
92558	Two-Way Video Only
92563	Two-Way Video Only
92565	Two-Way Video Only
92567	Two-Way Video Only
92568	Two-Way Video Only
92570	Two-Way Video Only
92587	Two-Way Video Only
92588	Two-Way Video Only
92601	Two-Way Video Only
92602	Two-Way Video Only
92603	Two-Way Video Only
92604	Two-Way Video Only
92607	Two-Way Video Only
92608	Two-Way Video Only
92609	Two-Way Video Only
92610	Two-Way Video Only
92625	Two-Way Video Only
92626	Two-Way Video Only
92627	Two-Way Video Only
93750	Two-Way Video Only
93797	Two-Way Video Only
93798	Two-Way Video Only
94002	Two-Way Video Only
94003	Two-Way Video Only
94004	Two-Way Video Only
94005	Two-Way Video Only
94625	Audio or Two-Way Video
94626	Audio or Two-Way Video

94664	Two-Way Video Only
95970	Two-Way Video Only
95971	Two-Way Video Only
95972	Two-Way Video Only
95983	Two-Way Video Only
95984	Two-Way Video Only
96105	Two-Way Video Only
96110	Two-Way Video Only
96112	Two-Way Video Only
96113	Two-Way Video Only
96116	Audio or Two-Way Video
96121	Audio or Two-Way Video
96125	Two-Way Video Only
96127	Audio or Two-Way Video
96130	Audio or Two-Way Video
96131	Audio or Two-Way Video
96132	Audio or Two-Way Video
96133	Audio or Two-Way Video
96136	Audio or Two-Way Video
96137	Audio or Two-Way Video
96138	Audio or Two-Way Video
96139	Audio or Two-Way Video
96156	Audio or Two-Way Video
96158	Audio or Two-Way Video
96159	Audio or Two-Way Video
96160	Audio or Two-Way Video
96161	Audio or Two-Way Video
96164	Audio or Two-Way Video
96165	Audio or Two-Way Video
96167	Audio or Two-Way Video
96168	Audio or Two-Way Video
96170	Two-Way Video Only
96171	Two-Way Video Only
96202	Audio or Two-Way Video
96203	Audio or Two-Way Video
97110	Two-Way Video Only
97112	Two-Way Video Only
97116	Two-Way Video Only
97129	Two-Way Video Only
97130	Two-Way Video Only
97150	Two-Way Video Only
97151	Two-Way Video Only
97152	Two-Way Video Only
97153	Two-Way Video Only

97154	Two-Way Video Only
97155	Two-Way Video Only
97156	Two-Way Video Only
97157	Two-Way Video Only
97158	Two-Way Video Only
97161	Two-Way Video Only
97162	Two-Way Video Only
97163	Two-Way Video Only
97164	Two-Way Video Only
97165	Two-Way Video Only
97166	Two-Way Video Only
97167	Two-Way Video Only
97168	Two-Way Video Only
97530	Two-Way Video Only
97535	Audio or Two-Way Video
97537	Two-Way Video Only
97542	Two-Way Video Only
97550	Audio or Two-Way Video
97551	Audio or Two-Way Video
97552	Audio or Two-Way Video
97750	Two-Way Video Only
97755	Two-Way Video Only
97760	Two-Way Video Only
97761	Two-Way Video Only
97763	Two-Way Video Only
97802	Audio or Two-Way Video
97803	Audio or Two-Way Video
97804	Audio or Two-Way Video
98960	Audio or Two-Way Video
98961	Audio or Two-Way Video
98962	Audio or Two-Way Video
99202	Two-Way Video Only
99203	Two-Way Video Only
99204	Two-Way Video Only
99205	Two-Way Video Only
99211	Two-Way Video Only
99212	Two-Way Video Only
99213	Two-Way Video Only
99214	Two-Way Video Only
99215	Two-Way Video Only
99221	Two-Way Video Only
99222	Two-Way Video Only
99223	Two-Way Video Only
99231	Two-Way Video Only

99232	Two-Way Video Only
99233	Two-Way Video Only
99234	Two-Way Video Only
99235	Two-Way Video Only
99236	Two-Way Video Only
99238	Two-Way Video Only
99239	Two-Way Video Only
99281	Two-Way Video Only
99282	Two-Way Video Only
99283	Two-Way Video Only
99284	Two-Way Video Only
99285	Two-Way Video Only
99291	Two-Way Video Only
99292	Two-Way Video Only
99304	Two-Way Video Only
99305	Two-Way Video Only
99306	Two-Way Video Only
99307	Two-Way Video Only
99308	Two-Way Video Only
99309	Two-Way Video Only
99310	Two-Way Video Only
99315	Two-Way Video Only
99316	Two-Way Video Only
99341	Two-Way Video Only
99342	Two-Way Video Only
99344	Two-Way Video Only
99345	Two-Way Video Only
99347	Two-Way Video Only
99348	Two-Way Video Only
99349	Two-Way Video Only
99350	Two-Way Video Only
99401	Two-Way Video Only
99402	Two-Way Video Only
99403	Two-Way Video Only
99404	Two-Way Video Only
99406	Audio or Two-Way Video
99407	Audio or Two-Way Video
99408	Audio or Two-Way Video
99409	Audio or Two-Way Video
99468	Two-Way Video Only
99469	Two-Way Video Only
99471	Two-Way Video Only
99472	Two-Way Video Only
99473	Two-Way Video Only

99475	Two-Way Video Only
99476	Two-Way Video Only
99477	Two-Way Video Only
99478	Two-Way Video Only
99479	Two-Way Video Only
99480	Two-Way Video Only
99483	Two-Way Video Only
99495	Two-Way Video Only
99496	Two-Way Video Only
99497	Audio or Two-Way Video
99498	Audio or Two-Way Video
99381-52	Two-Way Video Only
99382-52	Two-Way Video Only
99383-52	Two-Way Video Only
99384-52	Two-Way Video Only
99385-52	Two-Way Video Only
99386-52	Two-Way Video Only
99387-52	Two-Way Video Only
99391-52	Two-Way Video Only
99392-52	Two-Way Video Only
99393-52	Two-Way Video Only
99394-52	Two-Way Video Only
99395-52	Two-Way Video Only
99396-52	Two-Way Video Only
99397-52	Two-Way Video Only
G0011	Audio or Two-Way Video
G0013	Audio or Two-Way Video
G0108	Audio or Two-Way Video
G0109	Audio or Two-Way Video
G0136	Two-Way Video Only
G0270	Audio or Two-Way Video
G0296	Audio or Two-Way Video
G0316	Two-Way Video Only
G0317	Two-Way Video Only
G0318	Two-Way Video Only
G0396	Audio or Two-Way Video
G0397	Audio or Two-Way Video
G0406	Audio or Two-Way Video
G0407	Audio or Two-Way Video
G0408	Audio or Two-Way Video
G0410	Two-Way Video Only
G0420	Audio or Two-Way Video
G0421	Audio or Two-Way Video
G0422	Two-Way Video Only

G0423	Two-Way Video Only
G0425	Audio or Two-Way Video
G0426	Audio or Two-Way Video
G0427	Audio or Two-Way Video
G0438	Audio or Two-Way Video
G0439	Audio or Two-Way Video
G0442	Audio or Two-Way Video
G0443	Audio or Two-Way Video
G0444	Audio or Two-Way Video
G0445	Audio or Two-Way Video
G0446	Audio or Two-Way Video
G0447	Audio or Two-Way Video
G0459	Audio or Two-Way Video
G0470	Audio or Two-Way Video
G0506	Audio or Two-Way Video
G0508	Two-Way Video Only
G0509	Two-Way Video Only
G0513	Audio or Two-Way Video
G0514	Audio or Two-Way Video
G0539	Audio or Two-Way Video
G0540	Audio or Two-Way Video
G0541	Audio or Two-Way Video
G0542	Audio or Two-Way Video
G0543	Audio or Two-Way Video
G0560	Audio or Two-Way Video
G2086	Audio or Two-Way Video
G2087	Audio or Two-Way Video
G2088	Audio or Two-Way Video
G2211	Audio or Two-Way Video
G2212	Audio or Two-Way Video
G3002	Two-Way Video Only
G3003	Two-Way Video Only
S0250	(AWV Only)