

Coding Policy Policy and Procedure		
SUBJECT: TEMPORARY POLICY EMERGENCY PROVISIONS FOR Telemedicine Services During COVID-19 Public Health Emergency for Commercial Plans, Washington Providers	DEPARTMENT: Coding Compliance	
ORIGINAL EFFECTIVE DATE: 03/20	DATE(S) REVIEWED/REVISED: 03/20, 04/20, 05/20, 6/20, 07/20, 10/14/20, 01/21, 05/21, 06/21	
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NEED AND DURATION OF EMERGENCY PROVISIONS

1. **Need for the temporary Provisions: Emergency provisions for Telehealth Services to accommodate COVID-19.**
2. **Documents or source relied upon: CMS Policy and Regulatory Revisions in Response to the COVID-19 Public Health Emergency (PHE).**
3. **Effective Date: March 6, 2020**
4. **Termination Date: End of public health emergency or until further notice.**
5. **Reassessment Date determined at Companies' sole discretion: December 31, 2021**

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").

APPLIES TO:

Washington Health Plan Providers
Commercial Lines of Business

POLICY:

This policy (67.0.D) "Telemedicine Services During COVID-19 Public Health Emergency for Commercial Plans, Washington Providers" APPLIES ONLY TO TELEHEALTH SERVICES FOR COMMERCIAL LINES OF BUSINESS FOR WASHINGTON PROVIDERS FOR SERVICES DURING THE COVID-19 PUBLIC HEALTH EMERGENCY (PHE). For two-way video visits prior to March 6, 2020, providers are referred to Providence Health Plan Coding Policy 67.0 (Telehealth Services Requiring an Originating Site), which is available on ProvLink.

The Office for Civil Rights at the Department of Health and Human Services (HHS) has temporarily waived the requirement for HIPAA-compliant connections for two-way video services "...in connection with the good faith provision of telehealth during the COVID-19 nationwide public health emergency."

<https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html> For the duration of this emergency provision, codes listed on this policy may be paid for telehealth services where the patient and/or provider is calling from a personal device. No contract amendment or attestation is required.

EXCEPT FOR CODES INDICATED AS "AUDIO," SERVICES LISTED ON THIS POLICY MUST BE PERFORMED BY **TWO-WAY VIDEO CONNECTION.**

- Telephone visits (CPT codes 99441-99443 and 98966-98968) are covered by Company as described on **Coding Policy 92.0.**
- Online digital (email) services (CPT codes 99421-99423 and HCPCS codes G2061-G2063) are covered by Company as described on **Coding Policy 53.0.**

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- Company also pays virtual check-in services (HCPCS code G2012) for both new and established patients.

Services covered by this policy are on List “A,” List “B,” and List “C” at the end of the policy. See the individual lists for billing restrictions that apply to the codes on that list. Preventive medicine codes (CPT codes 99381-99387 and 99391-99397) with Modifier 52 on List “B” of this policy may be billed when performed by two-way video connection for dates of service on or after March 6, 2020, and until further notice. Modifier 52 and Modifier GT or Modifier 95 must be appended to preventive medicine codes billed as telehealth services.

Telehealth claims may be reported with the CPT code for the professional service provided and **location code 02**. Modifiers GT and 95 are not required for services billed with location code 02 and will not affect payment if used. For services with a site of service payment differential billed with location code 02, Company uses the facility payment rate.

For services between March 25, 2020, and end of PHE or until further notice, Company will allow telehealth services with a site of service payment differential to be billed with the same location where the face-to-face service would have occurred. Modifier 95 or GT must be appended to codes billed this way. (See List “B” at the end of the this policy for a listing of codes on this policy that qualify.) Except for codes indicated as “audio,” the codes on List “B” must be performed by two-way video connection. For the duration of this emergency provision, the same location where the face-to-face service would have occurred may be for used for the telehealth services on List “B” if billed with Modifier 95 or GT, regardless of the patient’s location or the provider’s location. Services on this policy with a site of service payment differential billed with a non-facility location code (such as “11” for office) and Modifier 95 or Modifier GT will be paid at the non-facility payment rate. **Either Modifier 95 or Modifier GT is required for telehealth services billed with the same location where the face-to-face service would have occurred.**

For dates of service on or after March 6, 2020, and until further notice, Company will allow codes on List “C” of this policy to be paid when performed as telehealth services. Except for codes indicated as “audio,” the codes on List “C” must be performed by two-way video connection. When billing professional claims for services on List “C” with dates of service on or after March 6, 2020, providers may use the same location code that would be used for a face-to-face service, with the addition of Modifier 95 or Modifier GT to indicate that the service was actually performed via telehealth. **Either Modifier 95 or Modifier GT is required for telehealth services billed with the same location where the face-to-face service would have occurred.**

Telehealth services are services delivered via an electronic two-way communication system. Company provides coverage for telehealth services when the service is medically necessary and supported by evidence-based medical criteria. Coverage for telehealth services includes payment for consultations, office visits, individual psychotherapy, and pharmacologic management. All providers (including chiropractors and naturopaths) who

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are credentialed with Company and who are performing services within their scope of license may perform telehealth services listed on this policy. Telehealth services may not be billed as “incident to.”

Effective March 6, 2020, through end of PHE or until further notice, Company will allow payment for medically appropriate services performed using two-way video connections or telephone (telephone may be used only for codes with “audio” indicator) where the patient is calling from a personal device. Providers may also use a personal device to perform these services. The following conditions must be met for Company to make payments for telehealth services listed on this policy:

- Except for codes with “audio” indicator, the service must be furnished via an interactive video telecommunications system;
- The service must be furnished by a physician or authorized practitioner credentialed with Company (may not be billed “incident to”);
- The service must be furnished to an eligible telehealth individual;
- **For services on or after March 6, 2020, through end of PHE or until further notice, services are expanded to allow two-way video conferencing (or telephone for codes with “audio” indicator) when the patient is using a personal device.**

PROCEDURE:

THIS POLICY WILL NOT REQUIRE AN ORIGINATING SITE. THIS IS AN EMERGENCY PROVISION SUBJECT TO CANCELLATION AT THE SOLE DISCRETION OF COMPANY.

The use of a telecommunications 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 listed on List “A,” List “B,” and List “C” at the end of the policy.

Inpatient telehealth consultations (HCPCS codes G0425-G0427 and G0406-G0408) are furnished to Company members in hospitals or skilled nursing facilities via telehealth 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 telehealth 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.

Submit telehealth claims with the appropriate CPT code for the professional service provided.

- All telehealth services listed on this policy may be billed with **location code 02 (telehealth)**. Modifiers GT and 95 are not required for services billed with location 02 but will not affect payment if used.
- **For services between March 25, 2020, and end of PHE or until further notice**, Company will allow services listed on List “B” of this policy to be billed with **the same location where the face-to-face**

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service would have occurred. Either Modifier 95 or Modifier GT is required for services billed with the same location code where the face-to-face service would have occurred.

- **For services on or after March 6, 2020, and until further notice, Company will allow services listed on List “C” of this policy to be billed with the same location code that would have been used for a face-to-face service and Modifier 95 or Modifier GT. **Either Modifier 95 or Modifier GT is required for services billed with the same location code where the face-to-face service would have occurred.****

Professional Charges

As a condition of Company payment for telehealth services, the physician or practitioner at the **must be licensed to provide the service under State law**. When the physician or practitioner is licensed under State law to provide a covered telehealth 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 telecommunications system.

Modifier GQ and G0

See Providence Health Plan Coding Policy 67.0 (Telehealth Services Requiring an Originating Site) for instructions about use of Modifier GQ and Modifier G0.

Originating Site Facility Fee Payment Methodology

For services performed on or after March 6, 2020, through end of PHE or until further notice, the requirement for the patient to be in an eligible originating site is temporarily waived. For services performed after March, 6, 2020, where the patient is located in an originating site, providers are referred to Providence Health Plan Coding Policy 67.0 (Telehealth Services Requiring an Originating Site) for information about billing the services.

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LIST A

These codes have no site-of-service payment differential. The payment is the same for these codes, regardless of location. Use the following options for billing:

- Use location code 02 (telehealth) with or without Modifier GT or Modifier 95. Modifiers GT and 95 are not required when location code 02 is used but will not affect payment if used.
- Use the same location where the face-to-face service would have been performed and append Modifier GT or Modifier 95. Either Modifier GT or Modifier 95 is **REQUIRED** if the same location as a face-to-face service is used. Use of the modifier does not affect payment but allows Company to identify the services as telehealth services.

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90966
90967
90968
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90970
92526
92609
97130
99231
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99233
99307

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99308
99309
99310
99356
99357
G0424
G0508
G0509

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LIST B

These codes have a site-of-service payment differential. Use the following options for billing:

- For dates of service on or after March 6, 2020: Use location code 02 (telehealth) with or without Modifier GT or Modifier 95. Payment will be made at the same rate as a face-to-face service performed in a facility. Modifiers GT and 95 are not required when codes are billed with location code 02 but will not affect payment if used.
- For dates of service between **March 25, 2020 and end of PHE or until further notice**: Use the same location where the face-to-face service would have been performed and append Modifier GT or Modifier 95. Payment will be made at the same rate as a face-to-face service in the office for non-facility location codes, such as location code 11 (office).
- For dates of service between **March 25, 2020 end of PHE or until further notice**, codes with “audio” indicator on this list may be performed by telephone if two-way video connection is not available or feasible. Modifier GT or Modifier 95 must be appended to the code. Use the same location where the face-to-face service would have been performed. **Codes without “audio” indicator may be performed only by two-way video connection.**

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
96116	Audio or Two-Way Video
96156	Audio or Two-Way Video
96158	Audio or Two-Way Video
96159	Audio or Two-Way Video

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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
97129	Two-Way Video Only
97802	Audio or Two-Way Video
97803	Audio or Two-Way Video
97804	Audio or Two-Way Video
99201	Audio or Two-Way Video
99202	Audio or Two-Way Video
99203	Audio or Two-Way Video
99204	Audio or Two-Way Video
99205	Audio or Two-Way Video
99211	Audio or Two-Way Video
99212	Audio or Two-Way Video
99213	Audio or Two-Way Video
99214	Audio or Two-Way Video
99215	Audio or Two-Way Video
99354	Two-Way Video Only
99355	Two-Way Video Only
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

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99395-52	Two-Way Video Only
99396-52	Two-Way Video Only
99397-52	Two-Way Video Only
99406	Audio or Two-Way Video
99407	Audio or Two-Way Video
99495	Two-Way Video Only
99496	Two-Way Video Only
99497	Audio or Two-Way Video
99498	Audio or Two-Way Video
G0270	Audio or Two-Way Video
G0296	Audio or Two-Way Video
G0396	Audio or Two-Way Video
G0397	Audio or Two-Way Video
G0436	Audio or Two-Way Video
G0437	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
G0506	Audio or Two-Way Video
G2086	Audio or Two-Way Video
G2087	Audio or Two-Way Video
G2088	Audio or Two-Way Video

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LIST C

- For dates of service on or after March 6, 2020, and until further notice, the codes listed on List C may be billed as telehealth services using the same location code where the face-to-face service would have been performed. **Modifier 95 or Modifier GT is required** for codes on this list when performed as telehealth services.
- Codes with “audio” indicator may be performed by telephone if two-way video connection is not available or feasible. Modifier 95 or Modifier GT must be appended to the code. **Codes without “audio” indicator may be performed only by two-way video connection.**

77427	Two-Way Video Only
90849	Audio or Two-Way Video
90853	Audio or Two-Way Video
90875	Two-Way Video Only
90953	Two-Way Video Only
90956	Two-Way Video Only
90959	Two-Way Video Only
90962	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
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

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92557	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
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
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
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

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96112	Two-Way Video Only
96113	Two-Way Video Only
96125	Two-Way Video Only
96121	Audio or Two-Way Video
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
96160	Audio or Two-Way Video
96161	Audio or Two-Way Video
97110	Two-Way Video Only
97112	Two-Way Video Only
97116	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

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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
97542	Two-Way Video Only
97750	Two-Way Video Only
97755	Two-Way Video Only
97760	Two-Way Video Only
97761	Two-Way Video Only
99217	Two-Way Video Only
99218	Two-Way Video Only
99219	Two-Way Video Only
99220	Two-Way Video Only
99221	Two-Way Video Only
99222	Two-Way Video Only
99223	Two-Way Video Only
99224	Two-Way Video Only
99225	Two-Way Video Only
99226	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

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99304	Two-Way Video Only
99305	Two-Way Video Only
99306	Two-Way Video Only
99315	Two-Way Video Only
99316	Two-Way Video Only
99324	Two-Way Video Only
99325	Two-Way Video Only
99326	Two-Way Video Only
99327	Two-Way Video Only
99328	Two-Way Video Only
99334	Two-Way Video Only
99335	Two-Way Video Only
99336	Two-Way Video Only
99337	Two-Way Video Only
99341	Two-Way Video Only
99342	Two-Way Video Only
99343	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
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

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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
0373T	Two-Way Video Only
S9152	Two-Way Video Only
0362T	Two-Way Video Only
G0108	Audio or Two-Way Video
G0109	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	Two-Way Video Only
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
G0459	Audio or Two-Way Video
G0513	Audio or Two-Way Video
G0514	Audio or Two-Way Video
G2212	Audio or Two-Way Video
S9443	Audio or Two-Way Video

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