

**CONFIDENTIAL**

**Independent Health Telehealth Services Coverage under COVID-19 State and Federal States of Emergency**

Document Updated: March 26, 2020

This document will be updated regularly in accordance with changing regulatory guidance. Please reference this grid regularly to ensure up-to-date benefit information

Reimbursement rates can be found on the Telehealth Rates tab.

Self-Funded Product coverage can vary by employer group

Physician and Advanced Practitioner services apply for Primary Care Providers and Specialty Care Providers

For the purpose of this document please reference the following definitions:

Telehealth: Delivery of any healthcare service via electronic means (telemedicine, e-visit, telephone, etc.)

Telemedicine: Delivery of any healthcare service via synchronous two-way audiovisual technology

The coverage information within this document supercedes that within the Telehealth Services policy, although the policy can be used for additional billing information.

This information below applies to all services rendered via telehealth, regardless if they are related to COVID-19 or not.

Services are billable when providers reach back out to a member as their availability allows.

Providers may schedule visits to occur via Telehealth technologies during the State of Emergency.

Providers may render services via non-HIPAA compliant technologies such as FaceTime or Skype as permitted by the Department of Health and Human Services Office for Civil Rights.

Effective Date of Telehealth Benefit Changes below (DOS): Commercial 3/13/20, Medicare Advantage 3/13/20, State Programs 3/1/20, through the State of Emergency

Service	Method/Code	Provider Type	New vs Est Patient	Coverage	Member Liability
<b>Telemedicine: Synchronous, Two-Way Audio-Visual Technology</b>	Various codes based on FS POS 02 Modifier GT or 95 Please see Telehealth Services Policy. Reimbursed at the current face-to-face rate.	Various provider types including Physicians, APPs, Audiologist, CSW, Physical Therapist, Dietitian (independent billing providers)	Commercial: Both Medicare: Both State: Both Self-Funded: Both	Yes	No member liability for Commercial, Medicare Advantage and State Programs.  Self-Funded Products vary by employer group.
<b>Telephone: Audio-Only delivery of E/M service</b>	Telephone (99441-99443) POS 02 No Modifier Required	Physician, Nurse Practitioner, Physician Assistant, Certified Nurse Midwives	Commercial: Both Medicare: Both State: Both Self-Funded: Both	Yes	No member liability for Commercial, Medicare Advantage and State Programs.  Self-Funded Products vary by employer group.

Service	Method/Code	Provider Type	New vs Est Patient	Coverage	Member Liability
<b>Telephone: Audio-Only delivery of service by non-physician/APP professional</b>	Bill code from your FS that best describes the service POS 02 Modifier GQ Reimbursed at the current face-to-face rate	Ex. Audiologist, CSW, Physical Therapist, Psychologist, Dietician (independent billing provider)	Commercial: Both Medicare: Both State: Both Self-Funded: Both	Yes	No member liability for Commercial, State Programs Plans. Medicare Advantage Plans still apply liability.  Self-Funded Products vary by employer group.
<b>Registered Nurse Only Telephone Visit (billable under the Supervising Provider NPI, when only the RN performs the telephone visit)</b>	99211 POS 02 Required Modifier GQ Required Reimbursed at the current face-to-face rate	Registered Nurse	Commercial: Both Medicare: Both State: Both Self-Funded: Both	Yes	No member liability for Commercial, Medicare Advantage and State Programs.  Self-Funded Products vary by employer group.
<b>Virtual Check-In: Patient initiated check-in to see if visit or other svc is required</b>	G2010, G2012 POS 02 No Modifier Required	Physician, Nurse Practitioner, Physician Assistant, Certified Nurse Midwives	Commercial: Established Medicare: Established State: N/A Self-Funded: Established	Yes except for State Programs	No member liability for Commercial, and Medicare Advantage.  Self-Funded Products vary by employer group.
<b>E-Visit: Digital care by online patient portal, email, patient initiated</b>	99421-99423 POS 02 No Modifier Required	Physician, Nurse Practitioner, Physician Assistant, Certified Nurse Midwives	Commercial: Established Medicare: Established State: N/A Self-Funded: Established	Yes except for State Programs	No member liability for Commercial, and Medicare Advantage.  Self-Funded Products vary by employer group.
<b>E-Visit: Digital care by online patient portal, email (non-phys prof), patient initiated</b>	98970-98972 / G2061-G2063 POS 02 No Modifier Required	Ex. Audiology, Physical Therapy, Dietician (independent billing provider)	Commercial: Established Medicare: Established State: N/A Self-Funded: Established	Yes except for State Programs	No member liability for Commercial. Medicare Advantage Plans still apply liability.  Self-Funded Products vary by employer group.

Service	Method/Code	Provider Type	New vs Est Patient	Coverage	Member Liability
<b>Interprofessional Consultations</b>	99446-99452 POS 02 No Modifier Required	Physician, Nurse Practitioner, Physician Assistant, Certified Nurse Midwives	Commercial: Both Medicare: Both State: N/A Self-Funded: Both	Yes except for State Programs	No member liability for Commercial, and Medicare Advantage.  Self-Funded Products vary by employer group.