



**Billing Guidelines for Primary Care Telehealth Preventive Visits
(Revised 6-26-2020)**

Preventive Visits and Medicare Annual Well Visits

When Face to Face visits are not permissible, Telemedicine, which is synchronous (real-time) two-way audio-visual technology is the strongly preferred method for administering these services. This technology allows for the provider to interact with the member and make observations on their health status and conditions in lieu of the traditional hands-on physical portion of the visit. These visits may be performed for new and established patients.

If two-way audio-visual technology is not available, this service may be permitted via telephone only, but a special modifier is required.

Medicare Enhanced Annual Visit

The Enhanced Annual Visit (EAV), which is a more comprehensive well visit available for Medicare Members is strongly preferred over the less comprehensive Annual Well Visit (AWV). This service may be performed via two-way audio-visual technology and providers must assure all requirements aside from the physical examination must be performed. Please note, in the event a telephonic only AWV is performed in lieu of a two-way audio-visual EAV, there will be no coverage for an additional EAV benefit later in the year. Please ensure, whatever method is used to complete the preventive visit that the medical record documentation clearly states the method used.

	Primary Care Preventive Visit	Medicare Enhanced Visit (EAV)*	Medicare Annual Well Visit (AWV)
IHA Product Lines	Commercial MediSource Self-Funded NOVA	Medicare Advantage	Medicare Advantage
Code	Appropriate 99381-99387 or 99391-99397 based on patient age (Non-Medicare members)	G0438 or G0439	G0438 or G0439
Place of Service	02		
Audio-Visual Modifier	Not Required	TG	Not Required
Telephone Only Modifier(s)	GQ	Not Covered	GQ
Benefit	Visit counts as the member's annual visit		

*All other EAV requirements must be met to bill