

**CONFIDENTIAL**

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

Document Updated: **August 1, 2021**

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 grid. Self-Funded and Nova Product benefits may 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. 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. Although Emergency Regulations have opened coverage to services that may be delivered via telehealth, services which would otherwise be impossible (ex. J-codes, lab codes) will be denied.

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): August 1, 2021 through the end of Emergency Regulations

**IMPORTANT NOTE: As previously communicated, when a telehealth evaluation results in an order for a Covid-19 test, or to evaluate an individual for purposes of determining the need for Covid-19 testing, Modifier CS must be appended to the claim line. This continues to be applicable to all lines of business. The use of Modifier CS drives waiver of member liability in accordance with the chart below. Failure to append Modifier CS appropriately will result in incorrect claim processing.**

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	Commercial and Essential Plan Program 1: Liability applies when service is <b>not</b> for Covid-19 test orders. When the visit is to evaluate an individual for the purpose of determining the need for Covid-19 testing there is no liability.  Medicare Advantage and other State Programs: No member liability  Self-Funded and Nova 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	Commercial and Essential Plan Program 1: Liability applies when service is not for Covid-19 test orders. When the visit is to evaluate an individual for the purpose of determining the need for Covid-19 testing there is no liability.  Medicare Advantage and other State Programs: No member liability  Self-Funded and Nova 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	Commercial, Essential Plan Program 1 and Medicare Advantage Plans: Member liability applies  Other State Programs: No member liability  Self-Funded and Nova 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	Commercial and Essential Plan Program 1: Liability applies when service is not for Covid-19 test orders. When the visit is to evaluate an individual for the purpose of determining the need for Covid-19 testing there is no liability.  Medicare Advantage and other State Programs: No member liability  Self-Funded and Nova 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, G2250 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	Commercial: Liability applies when service is <b>not</b> for Covid-19 test orders. When the visit is to evaluate an individual for the purpose of determining the need for Covid-19 testing there is no liability.  Medicare Advantage: No member liability  Self-Funded and Nova Products vary by employer group.
<b>Virtual Check-In: Patient initiated check-in (non-phys prof) to see if visit or other svc is required</b>	G2251, G2252 POS 02 No Modifier Required	Ex. Physical Therapy, CSW, Psychologist (independent billing provider)	Commercial: Both Medicare: Both State: N/A Self-Funded: Both	Yes except for State Programs	Commercial: Liability applies when service is <b>not</b> for Covid-19 test orders. When the visit is to evaluate an individual for the purpose of determining the need for Covid-19 testing there is no liability.  Medicare Advantage: No member liability  Self-Funded and Nova Products vary by employer group.

Service	Method/Code	Provider Type	New vs Est Patient	Coverage	Member Liability
<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: Both Medicare: Both State: Both Self-Funded: Both	Yes except for State Programs	Commercial: Liability applies when service is <b>not</b> for Covid-19 test orders. When the visit is to evaluate an individual for the purpose of determining the need for Covid-19 testing there is no liability.  Medicare Advantage: No member liability  Self-Funded and Nova Products vary by employer group.
<b>E-Visit: Digital care by online patient portal, email (non-phys prof), patient initiated</b>	98970-98972 POS 02 No Modifier Required	Ex. Audiology, Physical Therapy, Dietician, CSW, Psychologist (independent billing provider)	Commercial: Both Medicare: Both State: N/A Self-Funded: Both	Yes except for State Programs	Commercial and Medicare Advantage Plans: Liability applies  Self-Funded and Nova Products vary by employer group.
<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	Commercial: Liability applies when service is <b>not</b> for Covid-19 test orders. When the visit is to evaluate an individual for the purpose of determining the need for Covid-19 testing there is no liability.  Medicare Advantage: No member liability  Self-Funded and Nova Products vary by employer group.