

TEMPORARY VIRTUAL CARE GUIDELINES IN RESPONSE TO COVID-19 (AS OF 04/3/2020)

Payer	Virtual Care Policy Title(s)	Policy and Additional Information (Attachment and/or Link to Website)	Types of Visits Covered (Codes for Most Common Visit Types - See Policy for All Inclusive List of Codes)	Details	Virtual E&M Reimbursement RVU's
Traditional Medicare	Medicare Telemedicine Health (Updated 3/17/2020) Covid19-PhysiciansAndPractitioners-508c Final (Updated 3/30/2020)	https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet For HIPAA Discretion Policy, visit: https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html	99201-99205, 99211-99215, 99421-99423, 99441-99443, G0438, G0439, G2010, G2012	Append with Modifier 95 Use POS 11 Non-HIPAA compliant technologies allowed	Non-Facility RVU's
Aetna	Telemedicine and Direct Patient Contact (Updated 3/31/2020) COVID-19 Provider FAQs-Telemedicine (Effective 3/6/2020)	https://www.aetna.com/health-care-professionals/provider-education-manuals/covid-faq.html#acc_link_content_section_responsivegrid_copy_responsivegrid_accordion_11	Commercial: 99201-99205, 99211-99215, 99241-99243, 99441-99443, G0438, G0439, G2010, G2012 Medicare: 99201-99205, 99211-99215, 99421-99423, 99441-99443, G0438, G0439, G2010, G2012	Append with Modifier GT or 95	Non-Facility RVU's
CareOregon	Telehealth Services (Updated 4/1/2020)		Medicaid: 99201-99205*, 99211-99215*, 99441-99443 Medicare: 99201-99205, 99211-99215, 99421-99423, 99441-99443, G0438, G0439, G2010, G2012	Services must be initiated by the patient *Services can be provided by telephone, when appropriate, during the COVID-19 crisis Non-HIPAA compliant technologies allowed Medicaid: Use POS 11 Medicare: Use POS 11	Non-Facility RVU's
Cigna	Cigna's Response to COVID-19 (Undated)	https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalIDoingBusinessWithCigna/medicalDbwcCOVID-19.html	99201-99205*, 99211-99215*, G2012	Append with Modifier GQ Use POS 11 *Services can be provided by telephone, when appropriate, during COVID-19 crisis Non-HIPAA compliant technologies allowed Claims will be processed consistent with these rules beginning April 6, 2020 for dates of services on or after March 2, 2020 Policy in effect until at least May 31, 2020	Non-Facility RVU's

denied claims.

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Health Net	Telehealth Guidance (Updated 3/23/2020) Oregon Health Authority Guidelines (Updated 3/20/2020)		Commercial: 99201-99203, 99212-99214, 99441-99443 Medicare and Medicaid: 99201-99205, 99211-99215, 99421-99423, 99441-99443, G0438, G0439, G2010, G2012	Services must be initiated by the patient Use POS 02 Commercial: Follow Oregon Health Authority Guidelines	Facility RVU's
Humana	Telehealth Policy (Updated 12/2019) Telehealth Policy Expansion (Updated 3/23/2020)		Commercial: 99201-99205, 99211-99215 Medicare: 99201-99205, 99211-99215, 99421-99423, 99441-99443, G0438, G0439, G2010, G2012	Commercial: Append with Modifier GT or 95 Use POS 02 Medicare: Use POS 02	Non-Facility RVU's
Moda	Telehealth and Telemedicine Expanded Services for COVID-19 (Updated 3/27/2020) Medicaid Telemedicine and Telehealth Overview and Guidelines (updated 3/26/2020)		Commercial: 99201-99205*, 99211-99215*, 99421-99423, 99441-99443, G0438-G0439, G2010, G2012 Medicaid: 99201-99205, 99211-99215; 99421-99423, 99441-99443, G0438, G0439, G2012 Medicare: 99201-99205, 99211-99215, 99421-99423, 99441-99443, G0438, G0439, G2010, G2012	Non-HIPAA compliant technologies allowed Commercial: Append with Modifier GQ, 95 or GT Use POS 02 *Services can be provided by telephone, when appropriate, during the COVID-19 crisis Medicaid: Append with Modifier GT or GQ Use POS 02 Medicare: Append with Modifier GQ Use POS 02 Policy in effect March 6, 2020 until June 6, 2020	Non-Facility RVU's

*Payer rules are evolving quickly and your provider representatives for each payer will be the best resource if you have detailed questions. COIPA is not responsible for denied claims.

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PacificSource	Telehealth Policy (Updated 3/2020)	https://www.coipa.org/account/new-page-8	99201-99205, 99211-99215, 99421-99423, 99441-99443, G0438-G0439	Append with Modifier GT Use POS 02 Non-HIPAA compliant technologies allowed	Non-Facility RVU's
Providence	Telehealth Services During COVID-19 Crisis Policy 67 (Updated 4/1/2020) Online Digital E&M Services Policy 53 (Updated 3/20/2020) Telephone Services Policy 92 (Updated 3/6/2020)	https://www.coipa.org/account/new-page-8	99201-99205, 99211-99215, 99421-99423, 99441-99443, G0438-G0439	Providence has suspended the requirement of completing the <i>Telehealth Services - Provider Attestation of HIPAA Compliance</i> and the Contract Amendment required for Web-based services to be covered/reimbursed Telehealth Services: DOS prior to 3/30 use POS 02 DOS 3/30/2020-4/30/2020 append with Modifier GT and use POS 11 Online Digital Services and Telephone Services: Use POS 99 (Do not append modifier GT or modifier 95) Policies in effect until June 30, 2020	Facility RVU's (DOS prior to 3/30/2020) Non-Facility RVU's (DOS 3/30/2020-4/30/2020)
Regence	Coronavirus (COVID-19) (Updated 3/31/2020)	https://www.regence.com/provider/library/whats-new/covid-19#temporary-updates-to-telehealth	99201-99203, 99212-99214, 99421-99423, 99441-99443, G2010, G2012, G0438-G0439	Append with Modifier GT Use POS 11 or IOP Claims can be submitted on or after Tuesday, March 24, 2020, for date of service beginning on March 19, 2020. Virtual care services are covered for all Regence of Oregon members; please verify benefits for out-of-state coverage	Non-Facility RVU's

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United	United Telehealth and Telemedicine Policy (Updated 3/6/2020) COVID-19 Telehealth Services (Updated 4/3/2020)		99201-99205*, 99211-99215*, 99421-99423, G2010, G2012, G0438-G0439	Non-HIPAA compliant technologies allowed *Services can be provided by telephone, when appropriate, during the COVID-19 crisis Append with Modifier 95 Use POS 11 Policies in effect until June 18, 2020	Non-Facility RVU's

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