

TEMPORARY VIRTUAL CARE GUIDELINES IN RESPONSE TO COVID-19 (AS OF 03/24/2020)

Payer	Virtual Care Policy Title(s)	Policy and Additional Information (Link to Website or Attachment)	Types of Visits Covered (Most Common Visits - See Policy for All Inclusive List of Codes)	Details
Traditional Medicare	Medicare Telemedicine Health (Updated 3/17/2020)	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	Telehealth Visits for new or established patients: 99201-99215 E-Visits for established patients: 99421, 99422, 99423, G2061, G2062, G2063	Telehealth visits require the use of real-time, two-way communication. Use POS code 02. E-visits are asynchronous, utilize a patient portal, and must be initiated by the patient. Originating site requirements waived Penalties waived for HIPAA violations in good faith use of everyday communication technologies, such as FaceTime or Skype
Aetna	Telemedicine and Direct Patient Contact (Updated 1/1/2020)	https://www.aetna.com/health-care-professionals/provider-education-manuals/covid-faq.html#acc_link_content_section_responsivegrid_copy_responsivegrid_accordion_11	Commercial: Telehealth Visits for new or established patients: 99201-99215, 99241-99245 Telehealth Visits for established patients: G0438, G0439, G2061-G2063, G2012, 99421-99423, 99441-99443 Medicare: Follow CMS guidelines	Append with Modifier GT or 95 Until June 4, 2020, Aetna will cover minor acute evaluation and management care services rendered via telephone. For general medicine and behavioral health visits – a synchronous audiovisual connection is still required
CareOregon	Codes for Telehealth and other Communication-Based Services in Response to COVID-19 (Updated 3/6/2020)		Medicaid: Telehealth Visits for new or established patients for Qualified Providers: 99441-99443 Medicare: Qualified Providers: 99421-99423	Services must be initiated by the patient
Cigna	Cigna Coronavirus (COVID-19) Interim Billing Guidance for Providers (Updated 3/17/2020)		99241 will be reimbursed for real-time virtual visits when billed with POS 11 G2012 can be used for brief technology-based communication between provider and established patient	Permanent Virtual Care Reimbursement Policy is being developed at this time; current policy provided is in effect until at least May 31, 2020

TEMPORARY VIRTUAL CARE GUIDELINES IN RESPONSE TO COVID-19 (AS OF 03/23/2020)

Payer	Virtual Care Policy Title(s)	Policy and Additional Information (Link to Website or Attachment)	Types of Visits Covered (Most Common Visits - See Policy for All Inclusive List of Codes)	Details
Health Net	Telehealth Guidance (Updated 3/23/2020) Oregon Health Authority Guidelines (Received 3/23/2020)		Commercial: Virtual Care services G2061-G2063, 99441-99443, 99201-99203, 99212-99214, G2061-G2063 Medicare and Medicaid: Follow CMS Guidelines	Commercial: Follow Oregon Health Authority Guidelines
Humana	Telehealth Services (Updated 12/2019)		Commercial: Telehealth and internet assessment management services are covered with the exception of 99421- 99423, 93444 and 98969-98972 Medicare: Follow CMS Guidelines and the following additional services are covered: 99201-99215, 99421-99423, 99441-99443, G0438, G0439	Commercial: Append with Modifier GT or 95 Use POS 02 Medicare: Use POS 02
Moda	Telehealth and Telemedicine (Updated 2/12/2020)		Commercial: Audio/video real-time telemedicine visit for established patients: 99444, 99421-99423 Medicare: Follow CMS Guidelines	Commercial: Append with Modifier GQ, 95 or GT Use POS 02
PacificSource	(Updated 3/20/2020)	https://www.coipa.org/account/new-page-8	Telemedicine (phone or video) codes covered: 98966 98969, 99441-99443, 99446-9, 99451-4, 99457, 99484, 99487, 99489-95, 99499, G0406-8, G0425-7, G0459	Professional claims use POS 02. Modifier GT is recognized but not required. Facility claims use modifier GT

TEMPORARY VIRTUAL CARE GUIDELINES IN RESPONSE TO COVID-19 (AS OF 03/23/2020)

Payer	Virtual Care Policy Title(s)	Policy and Additional Information (Link to Website or Attachment)	Types of Visits Covered (Most Common Visits - See Policy for All Inclusive List of Codes)	Details
Providence	<p>Telehealth Services During COVID-19 Crisis (Updated 3/6/2020)</p> <p>Online Digital E&M Services Policy 53 (Updated 1/2020)</p> <p>Telephone Services Policy 92 (Updated 3/6/2020)</p>	<p>https://www.coipa.org/account/new-page-8</p>	<p>Telehealth services (provided through June 30, 2020, after then, regular policies may apply): 99201- 99215, 99421-99423, 99441-99443, G0438-G0439</p>	<p>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</p> <p>Telehealth Services: Append with Modifier GQ</p> <p>Use POS 02</p> <p>Online Digital & Telephone Services: Use POS 99</p>
Regence	<p>Virtual Care (3/19/2020)</p> <p>Coronavirus (COVID-19) (Updated 3/17/2020)</p>	<p>https://www.regence.com/provider/library/whats-new/covid-19#temporary-updates-to-telehealth</p>	<p>Virtual care services: 99441-99443, 99421-99423, 98966-98968, 98969, 99201-99203, 99212-99214, G2012</p>	<p>Append with Modifier GT Use POS 11 or IOP</p> <p>Claims can be submitted on or after Tuesday, March 24, 2020, for date of service beginning on March 19, 2020.</p>
United	<p>Provider Telehealth Policies (Updated 3/19/2020)</p> <p>Telehealth and Telemedicine Policy, Professional (Updated 3/6/2020)</p>	<p>https://www.uhcprovider.com/en/resource/library/news/provider-telehealth-policies.html</p>	<p>99499, 99421-99423, G2061-G2063</p>	<p>CMS Originating Site restrictions are waived until 6/18/2020 for Commercial, Medicaid, and Medicare products</p> <p>Commercial: Append with Modifier GT, GQ, or 95</p> <p>Medicaid: Append with Modifier GT, GQ, or 95</p> <p>Medicare: Append with modifier GT or GQ</p>