



**Payment Policy: Telemedicine Policy**

**Original Date Approved:**  
3/13/2020

**Effective Date**  
01/01/2020 (various dates of service are in effect for COVID-19 effective dates, please take note)

**Date Revised:**  
09/28/2021

**Scope: Commonwealth Care Alliance (CCA) Product Lines:**

- Senior Care Options
- One Care
- CCA Medicare Preferred – (PPO) MA
- CCA Medicare Preferred – (PPO) RI
- CCA Medicare Value - (PPO) MA
- CCA Medicare Value - (PPO) RI
- Medicare Maximum – (HMO DNSP) RI

**PAYMENT POLICY SUMMARY:**

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Telemedicine is defined as the use of interactive audio, video, or other electronic media for the purpose of diagnosis, consultation, or treatment. It does not include the use of audio-only telephone, fax machine, or email. Telemedicine seeks to improve a patient's health by permitting two-way, real time interactive communication between the patient at the originating site, and the physician at the distant site. This electronic communication means the use of interactive telecommunications equipment that includes secure audio and video interaction that meets or exceeds HIPAA requirements.

**\*\*Please see COVID-19 payment policy for more information regarding the current public health emergency and the recent implementation of the Coronavirus Preparedness and Response Supplemental Appropriations Act which temporarily expands the services available to our members in order to ensure their safety by preventing unnecessary traveling which further reduces the spread of COVID-19\*\***

**REIMBURSEMENT REQUIREMENTS:**

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Providers eligible to perform Telemedicine services: Physician, Nurse Practitioner, Physician Assistant, Nurse Midwife, Clinical Nurse Specialist, Clinical Psychologist, Clinical Social Worker, Registered Dietician or Nutrition Professional, and certain other qualified health care professionals.

Only providers who are within the scope of their practice to perform certain services and licensed within their respective state to perform and bill the corresponding face-to-face service will be reimbursed for the performance of Telemedicine services.

Documentation must support the service performed and must be retained in the patient's permanent medical record.



**REFERRAL/NOTIFICATION/PRIOR AUTHORIZATION REQUIREMENTS:**

Please review [Section 4: Provider Manual](#) for any Prior Authorization requirements.

**BILLING AND CODING GUIDELINES:**

The following modifiers/codes are recognized for reimbursement for Telemedicine services:

Appending modifiers below attests to the provider performing Synchronous Telemedicine services.

Modifier	Description
95	Synchronous Telemedicine Service Rendered Via a Real-Time Interactive Audio and Video Telecommunications System
GT	Via Audio & Video Telecommunications Systems
G0	Telehealth services for diagnosis, evaluation, or treatment of symptoms of an acute stroke
GQ	Via Asynchronous Telemedicine

**\*Services where Modifier 95 must be appended**

Code	Description
99202*	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and straightforward medical decision making. When using time for code selection, 15-29 minutes of total time is spent on the date of the encounter.
99203*	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and low level of medical decision making. When using time for code selection, 30-44 minutes of total time is spent on the date of the encounter.
99204*	
99205*	
99211*	Office or other outpatient visit for the evaluation and management of an established patient, that may not require the presence of a physician or other qualified health care professional. Usually, the presenting problem(s) are minimal. Typically, 5 minutes are spent performing or supervising these services.
99212*	Office or other outpatient visit for the evaluation and management of an established patient, which requires at least 2 of these 3 key components: A problem focused history; A problem focused examination; Straightforward medical decision making. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are self-limited or minor. Typically, 10 minutes are spent face-to-face with the patient and/or family.
99213*	Office or other outpatient visit for the evaluation and management of an established patient, which requires at least 2 of these 3 key components: An expanded problem focused history; An expanded problem focused examination; Medical decision making of low complexity. Counseling and coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of low to moderate severity. Typically, 15 minutes are spent face-to-face with the patient and/or family.
99214*	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and moderate level of medical decision making. When using time for code selection, 30-39 minutes of total time is spent on the date of the encounter.



<b>99215*</b>	
<b>G0406</b>	Follow-up inpatient consultation, limited, physicians typically spend 15 minutes communicating with the patient via telehealth
<b>G0407</b>	Follow-up inpatient consultation, intermediate, physicians typically spend 25 minutes communicating with the patient via telehealth
<b>G0408</b>	Follow-up inpatient consultation, complex, physicians typically spend 35 minutes communicating with the patient via telehealth
<b>G0425</b>	Telehealth consultation, emergency department or initial inpatient, typically, 30 minutes communicating with the patient via telehealth
<b>G0426</b>	Telehealth consultation, emergency department or initial inpatient, typically, 50 minutes communicating with the patient via telehealth
<b>G0427</b>	Telehealth consultation, emergency department or initial inpatient, typically, 70 minutes communicating with the patient via telehealth
<b>G0459</b>	Inpatient telehealth pharmacologic management, including prescription, use, and review of medication with no more than minimal medical psychotherapy
<b>G0508</b>	Telehealth consultation, critical care, initial, physicians typically spend 60 minutes communicating with the patient and providers via telehealth
<b>G0509</b>	Telehealth consultation, critical care, subsequent, physicians typically spend 50 minutes communicating with the patient and providers via telehealth

**The above listed G codes are not billable by non-physician behavioral health providers.**

**\*\*Services in Appendix P of AMA CPT are reimbursed when appended with modifier 95. Non-covered Telemedicine services from Appendix P include but are not limited to: 98960, 98961, 98962, 99241- 99245, 99251-99255.**

<b>Code</b>	<b>Description</b>
<b>90791</b>	Psychiatric Diagnostic Evaluation
<b>90792</b>	Psychiatric Diagnostic Evaluation with Medical Services
<b>90832</b>	Psychotherapy, 30 minutes with patient
<b>+90833</b>	Psychotherapy, 30 minutes with patient when performed with an evaluation & management service (List separately in addition to the code for the primary procedure)
<b>90834</b>	Psychotherapy, 45 min with patient
<b>+90836</b>	Psychotherapy, 45 minutes with patient when performed with an evaluation & management service (List separately in addition to the code for the primary procedure)
<b>90837</b>	Psychotherapy, 60 minutes with patient
<b>+90838</b>	Psychotherapy, 60 minutes with patient when performed with an evaluation & management service (List separately in addition to the code for the primary procedure)
<b>90845</b>	Psychoanalysis
<b>90846</b>	Family psychotherapy (without the patient present), 50 minutes
<b>90847</b>	Family psychotherapy (conjoint psychotherapy) (with patient present), 50 minutes
<b>+90863</b>	Pharmacologic management, including prescription and review of medication, when performed with psychotherapy services (List separately in addition to the code for primary procedure)
<b>90960</b>	End-stage renal disease (ESRD) related services monthly, for patients 20 years of age and older; with 4 or more face-to-face visits by a physician or other qualified health care professional per month



<b>90961</b>	End-stage renal disease (ESRD) related services monthly, for patients 20 years of age and older; with 2-3 face-to-face visits by a physician or other qualified health care professional per month
<b>92227</b>	Remote imaging for detection of retinal disease (e.g., retinopathy in a patient with diabetes) with analysis and report under physician supervision, unilateral or bilateral
<b>92228</b>	Remote imaging for monitoring and management of active retinal disease (e.g., diabetic retinopathy) with physician review, interpretation and report, unilateral or bilateral
<b>93228</b>	External mobile cardiovascular telemetry with electrocardiographic recording, concurrent computerized real-time data analysis and greater than 24 hours of accessible ECG data storage (retrievable with query) with ECG triggered and patient selected events transmitted to a remote attended surveillance center for up to 30 days; review and interpretation with report by a physician or other qualified health care professional
<b>93229</b>	External mobile cardiovascular telemetry with electrocardiographic recording, concurrent computerized real time data analysis and greater than 24 hours of accessible ECG data storage (retrievable with query) with ECG triggered and patient selected events transmitted to a remote attended surveillance center for up to 30 days; technical support for connection and patient instructions for use, attended surveillance, analysis and transmission of daily and emergent data reports as prescribed by a physician or other qualified health care professional
<b>93268</b>	External patient and, when performed, auto activated electrocardiographic rhythm derived event recording with symptom-related memory loop with remote download capability up to 30 days, 24-hour attended monitoring; includes transmission, review and interpretation by a physician or other qualified health care professional
<b>93270</b>	External patient and, when performed, auto activated electrocardiographic rhythm derived event recording with symptom-related memory loop with remote download capability up to 30 days, 24-hour attended monitoring; recording (includes connection, recording, and disconnection)
<b>93271</b>	External patient and, when performed, auto activated electrocardiographic rhythm derived event recording with symptom-related memory loop with remote download capability up to 30 days, 24-hour attended monitoring; transmission and analysis
<b>93272</b>	External patient and, when performed, auto activated electrocardiographic rhythm derived event recording with symptom-related memory loop with remote download capability up to 30 days, 24-hour attended monitoring; review and interpretation by a physician or other qualified health care professional
<b>96040</b>	Medical genetics and genetic counseling services, each 30 minutes face-to-face with patient/family
<b>96116</b>	Neurobehavioral status exam (clinical assessment of thinking, reasoning and judgment, [e.g., acquired knowledge, attention, language, memory, planning and problem solving, and visual spatial abilities]), by physician or other qualified health care professional, both face-to-face time with the patient and time interpreting test results and preparing the report; first hour ( <i>excludes use of code for less than 31 minutes of time</i> )
<b>97802</b>	Medical nutrition therapy; initial assessment and intervention, individual, face-to-face with the patient, each 15 minutes
<b>97803</b>	Medical nutrition therapy; Re-assessment and intervention, individual, face-to-face with the patient, each 15 minutes
<b>97804</b>	Medical nutrition therapy; group (2 or more individual(s)), each 30 minutes
<b>99307</b>	Subsequent nursing facility care, per day, for the evaluation and management of a patient, which requires at least 2 of these 3 key components: A problem focused interval history; A problem focused examination; Straightforward medical decision making. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the patient is stable, recovering, or improving. Typically, 10 minutes are spent at the bedside and on the patient's facility floor or unit.



<b>99308</b>	Subsequent nursing facility care, per day, for the evaluation and management of a patient, which requires at least 2 of these 3 key components: An expanded problem focused interval history; An expanded problem focused examination; Medical decision making of low complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the patient is responding inadequately to therapy or has developed a minor complication. Typically, 15 minutes are spent at the bedside and on the patient's facility floor or unit.
<b>99309</b>	Subsequent nursing facility care, per day, for the evaluation and management of a patient, which requires at least 2 of these 3 key components: A detailed interval history; A detailed examination; Medical decision making of moderate complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the patient has developed a significant complication or a significant new problem. Typically, 25 minutes are spent at the bedside and on the patient's facility floor or unit.
<b>99310</b>	Subsequent nursing facility care, per day, for the evaluation and management of a patient, which requires at least 2 of these 3 key components: A comprehensive interval history; A comprehensive examination; Medical decision making of high complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. The patient may be unstable or may have developed a significant new problem requiring immediate physician attention. Typically, 35 minutes are spent at the bedside and on the patient's facility floor or unit.
<b>99406</b>	Smoking and tobacco use cessation counseling visit; intermediate, greater than 3 minutes up to 10 minutes
<b>99407</b>	Smoking and tobacco use cessation counseling visit; intensive, greater than 10 minutes
<b>99408</b>	Alcohol and/or substance (other than tobacco) abuse structured screening (e.g., AUDIT, DAST), and brief intervention (SBI) services; 15 to 30 minutes
<b>99495</b>	Transitional Care Management Services with the following required elements: Communication (direct contact, telephone, electronic) with the patient and/or caregiver within 2 business days of discharge Medical decision making of at least moderate complexity during the service period Face-to-face visit, within 14 calendar days of discharge
<b>99496</b>	Transitional Care Management Services with the following required elements: Communication (direct contact, telephone, electronic) with the patient and/or caregiver within 2 business days of discharge Medical decision making of high complexity during the service period Face-to-face visit, within 7 calendar days of discharge

In addition to the above procedure codes, the following services are also covered as it pertains to behavioral health treatment. Community Health Centers, Community Mental Health Centers, and Outpatient Substance Use Disorder providers may deliver the following services via telehealth:

- All services specified in MassHealth Regulation 101 CMR 306.00 et seq.; and
- The outpatient services specified in the following categories of MassHealth Regulation 101 CMR 346.04
  - Opioid Treatment Services: Counseling
  - Ambulatory Services: Outpatient Counseling; Clinical Case Management; and
  - Services for Pregnant/Postpartum Clients: Outpatient Services



A provider may prescribe medications via telehealth, in accordance with the following requirements:

- Prescribing of Schedule II controlled substances via telehealth only after conducting an initial in-person examination of the member
- In-person, ongoing examinations are required every three months for the duration of time that the provider is prescribing the Schedule II controlled substance to the member. An in-person ongoing examination conducted by a primary care provider may meet the requirement for ongoing examinations as long as the results of the examination are shared with the provider prescribing medication via telehealth.

Providers must comply with all applicable state and federal statutes and regulations governing medication management and prescribing services when delivering these services via telehealth.

Providers who deliver prescribing services via telehealth must maintain policies for provider providing patients with timely and accurate prescriptions by use of mail, phone, e-prescribing and/or fax. Providers must document prescriptions in the member’s medical record consistent with in-person care.

Virtual Check In

Virtual-Check Ins must have consent obtained by the patient as well as patient initiation of the service:

Code	Description	Modality
G2012	Brief communication technology-based service (e.g. virtual check-in) by a physician, or other qualified health care professional who can report evaluation & management services, provided to an established patient, not related to a service within the previous seven days and not resulting in a visit within 24 hours. 5-10 minutes of medical discussion	Telephone, Audio/Video, Secure Text Messaging, Email, or Patient Portal.
G2010	Remote evaluation of recorded video and/or image(s) submitted by an established patient (e.g. store and forward) including interpretation with follow up with the patient within 24 business hours or soonest available appointment, not originating from a visit within the previous 7 days	Recorded video and/or image(s)
G0071	Payment for communication technology-based services for 5 minutes or more of a virtual (non-face-to-face) communication between an rural health clinic (rhc) or federally qualified health center (fqhc) practitioner and rhc or fqhc patient, or 5 minutes or more of remote evaluation of recorded video and/or images by an rhc or fqhc practitioner, occurring in lieu of an office visit; rhc or fqhc only	Recorded video and/or image(s) <b>*DURING COVID-19 PHE THIS ALSO INCLUDES 99421-99423*</b>



### E-Visits

Established patients have the ability to engage in non-face-to-face patient-initiated communications with their doctors without traveling to their providers office and communicating with their provider via Patient Portal. The patient must initiate and consent to the discussion and communication may occur over a 7-day period.

Code	Description
<b>99421</b>	Online digital evaluation & management service, for an established patient, for up to 7 days cumulative time during the 7 days; 5-10 minutes
<b>99422</b>	Online digital evaluation & management service, for an established patient, for up to 7 days cumulative time during the 7 days; 11-20 minutes
<b>99423</b>	Online digital evaluation & management service, for an established patient, for up to 7 days cumulative time during the 7 days; 21 or more minutes

Clinicians who may not bill independently evaluation & management services (ex: Physical Therapists, Occupational Therapists, Speech Language Pathologists, Clinical Psychologists) may report the following codes for E-Visits:

Code	Description
<b>G2061</b>	Qualified non-physician health care professional; Online digital evaluation & management service, for an established patient, for up to 7 days cumulative time during the 7 days; 5-10 minutes
<b>G2062</b>	Qualified non-physician health care professional; Online digital evaluation & management service, for an established patient, for up to 7 days cumulative time during the 7 days; 11-20 minutes
<b>G2063</b>	Qualified non-physician health care professional; Online digital evaluation & management service, for an established patient, for up to 7 days cumulative time during the 7 days; 21 or more minutes
<b>98970</b>	Qualified nonphysician health care professional online digital assessment and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10 minutes
<b>98971</b>	Qualified nonphysician health care professional online digital assessment and management, for an established patient, for up to 7 days,



	cumulative time during the 7 days; 11-20 minutes
<b>98972</b>	Qualified nonphysician health care professional online digital assessment and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 21 or more minutes

Audio-Only Telephone Services

Telephone Services are defined by CPT as non-face-to-face Evaluation & Management (E&M) services provided to a patient using the telephone provided by a physician or other qualified health care professional, who may report E&M services.

Established patients have the ability to engage in non-face-to-face patient-initiated communications with their provider if the telephone service does not end with the patient being seen within the next 24 hours or next available urgent care appointment. If the telephone service is in reference to a service performed within the previous 7 days (either requested or unsolicited patient follow up) or within the post-operative period of a previously completed procedure then the service is considered part of that procedure and not reported separately.

Below are the coding/billing guidelines for Telephone Services:

Code	Description
<b>99441</b>	Telephone E&M services by a physician, or other qualified health care professional who can report evaluation & management services, provided to an established patient, not related to a service within the previous seven days and not resulting in a visit within 24 hours or soonest available appointment. 5-10 minutes of medical discussion
<b>99442</b>	Telephone E&M services by a physician, or other qualified health care professional who can report evaluation & management services, provided to an established patient, not related to a service within the previous seven days and not resulting in a visit within 24 hours or soonest available appointment. 11-20 minutes of medical discussion
<b>99443</b>	Telephone E&M services by a physician, or other qualified health care professional who can report evaluation & management services, provided to an established patient, not related to a service within the previous seven days and not resulting in a visit within 24 hours or soonest available appointment. 21-30 minutes of medical discussion





Telephone services provided by a qualified non-physician health care professional (Physical Therapists, Occupational Therapists, Speech Language Pathologists, Clinical Psychologists):

Code	Description
98966	Telephone assessment and management services by a qualified non-physician professional provided to an established patient, not related to a service within the previous seven days and not resulting in an assessment and management service or procedure within 24 hours or soonest available appointment. 5-10 minutes of medical discussion
98967	Telephone assessment and management services by a qualified non-physician professional provided to an established patient, not related to a service within the previous seven days and not resulting in an assessment and management service or procedure within 24 hours or soonest available appointment. 11-20 minutes of medical discussion
98968	Telephone assessment and management services by a qualified non-physician professional provided to an established patient, not related to a service within the previous seven days and not resulting in an assessment and management service or procedure within 24 hours or soonest available appointment. 21-30 minutes of medical discussion

Federally Qualified Health Centers (FQHC) and Rural Health Clinics (RHC)

Code	Description
G2025	Payment for a telehealth distant site service furnished by a Rural Health Clinic (RHC) or Federally Qualified Health Center (FQHC) only
G0071	Payment for communication technology-based services for 5 minutes or more of a virtual (nonface-to-face) communication between a rural health clinic (RHC) or federally qualified health center (FQHC) practitioner and RHC or FQHC patient, or 5 minutes or more of remote evaluation of recorded video and/or images by an RHC or FQHC practitioner, occurring in lieu of an office visit; RHC or FQHC only

**RELATED SERVICE POLICIES:**

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## Evaluation & Management

### COVID-19 Services

#### **DISCLAIMER:**

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As every claim is unique, the use of this policy is neither a guarantee of payment nor a final prediction of how specific claim(s) will be adjudicated. Claims payment is subject to member eligibility and benefits on the date of service, coordination of benefits, referral/authorization and utilization management guidelines when applicable and adherence to plan policies and procedures and claims editing logic. CCA has the right to conduct audits on any provider and/or facility to ensure compliance with the guidelines stated in this payment policy. If such an audit determines that your office/facility did not comply with this payment policy, CCA has the right to expect your office/facility to refund all payments related to non-compliance.

#### **REFERENCES:**

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[CMS Website](#)

[CCA Website](#)

Current Year American Medical Association CPT Manual

Current Year HCPCS Manual

#### **POLICY TIMELINE DETAILS**

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1. Drafted October 2019
2. Approved March 2020
3. Revised March 17<sup>th</sup> 2020 to reference COVID-19 temporary Telemedicine regulation changes
4. Revised April 9<sup>th</sup> 2020 to include further language to clarify Behavioral Health services
5. Revised April 13<sup>th</sup> 2020 due to the release of new COVID-19 regulations
6. Revised April 17<sup>th</sup> 2020 due to the release of new COVID-19 regulations
7. Revised April 20<sup>th</sup> 2020 due the release of new COVID-19 regulations
8. Revised April 27<sup>th</sup> 2020 due to the release of new COVID-19 regulations
9. Revised June 2<sup>nd</sup> 2020 to include FQHC/RHC codes