

PROVIDER Bulletin



April 6, 2020

This Provider Bulletin applies to the lines of business and provider types checked below:

PHP (Medicare) Primary Care Physicians Specialists
 PHC (Medicaid) Hospitals Ancillary AHF Grants

COVID-19: Telehealth Billing Correction-Billing for Professional Telehealth Distant Site Services (Revised)

In response to the national emergency that was declared concerning the COVID-19 outbreak additional measures has been implemented, effective April 1, 2020.

Building on prior action to expand reimbursement for telehealth services to Medicare beneficiaries. CMS will now allow for more than 80 additional services to be furnished via telehealth. When billing professional claims for all telehealth services with dates of services on or after March 1, 2020, and for the duration of the Public Health Emergency (PHE), bill with:

- Place of Service (POS) equal to what it would have been had the service been furnished in-person
- Modifier 95, indicating that the service rendered was actually performed via telehealth

As a reminder, CMS is not requiring the CR modifier on telehealth services. However, consistent with current rules for telehealth services, there are two scenarios where modifiers are required on Medicare telehealth professional claims:

- Furnished as part of a federal telemedicine demonstration project in Alaska and Hawaii using asynchronous (store and forward) technology, use GQ modifier
- Furnished for diagnosis and treatment of an acute stroke, use G0 modifier

There are no billing changes for institutional claims; critical access hospital method II claims should continue to bill with modifier GT.

PHP will continue to monitor updates regarding 2019 Novel Coronavirus (COVID-19) outbreak as a part of our ongoing efforts to keep our patients safe and providers informed.

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with AHF or PHP. If you have any questions contact the Provider Relations Department. Florida providers please email Provider Relations Department FLPR@phcplans.org. California providers please email the California Provider Relations Department at CAPR@aidshhealth.org. Georgia providers please email GAPR@positivehealthcare.org.