

Telehealth Coding Chart

2020

The following comparison chart is offered as a practice resource as an unprecedented number of physicians are providing telehealth/telemedicine services to patients during the COVID-19 pandemic.

For purposes of clarity:

Telehealth refers to the real-time interaction with Medicare patients via audio/video communication (E/M, HCPCS codes, etc.).

Telemedicine is defined as a more general concept of interacting with a patient via other than a face-to-face encounter (E-Visits, Virtual Check-Ins, Telephone Calls).

For specific guidance on codes, modifier use, Place of Service (POS) and documentation requirements **for the private and managed care companies included**, click on the link in the far-right column.

A YES or NO denotes whether or not a particular insurer recognizes the code in column heading.

Special Note for Private and Managed Care Insurers

For the most part, commercial payers are falling in line with Medicare's rules for telehealth services reimbursement during the COVID emergency. The payers list the same four service categories that Medicare does: E-Visits, Virtual Check-Ins, Telephone E/M (codes 99441-99443) and Telehealth Services. They permit both Virtual Check-Ins and Telephone E/M (codes 99441-99443) to be done by phone (audio only). Their "remote site" rules are the same as Medicare's, as are their rules regarding non-HIPAA-compliant technology. And their physicians are reimbursed for telemedicine at the same rate as in-person visits.

However, there are differences due to the unique nature of the commercial payers' claims processing systems. Some payers' requirements regarding POS and use of modifiers are different from present Medicare requirements. You should look closely at each plan's instructions regarding the services covered, POS code and the modifier(s) to be used.

Insurer	E-Visits (Patient Portal Communications (99421 through 99423))	Virtual Check-In Telephone Call & Remote Evaluation (G2012 & G2010)	Telephone Calls Audio Only (99441 through 99443)	Telehealth Audio & Visual Communication (E/M Codes, Eye Exam Codes, etc.)	Modifier/Place of Service (POS)	Link
Aetna	Aetna's telemedicine policy is available to providers on the NaviNet and Availity portals.	Aetna's telemedicine policy is available to providers on the NaviNet and Availity portals.	Aetna's telemedicine policy is available to providers on the NaviNet and Availity portals.	Aetna's telemedicine policy is available to providers on the NaviNet and Availity portals.	Commercial: GT or 95. POS: 02 Medicare: 95 POS equal to what it would have been had the service been done in person.	Aetna
BCBSWNY	Requires Login. See link in far-right column.	Requires Login. See link in far-right column.	Requires Login. See link in far-right column.	Requires Login. See link in far-right column.	Requires Login. See link in far-right column.	BCBSWNY
CDPHP	Requires Login. See link in far-right column.	Requires Login. See link in far-right column.	Requires Login. See link in far-right column.	Requires Login. See link in far-right column.	Requires Login. See link in far-right column.	CDPHP

CIGNA	YES	YES	YES	YES	Commercial: GQ, GT OR 95. POS equal to what it would have been had the service been done in person Medicare: 95 POS equal to what it would have been had the service been done in person	CIGNA
Emblem Health	YES	YES	YES	YES	Varies by plan and Program (Medicare Advantage, Medicaid).	Temporary Telehealth Policy
Empire BCBS	NO	NO	YES	YES	Commercial: 95 or GT. POS 02 Medicare: 95 POS equal to what it would have been had the service been done in person.	Empire BCBS

Excellus	YES	YES	YES	YES	Varies by plan and Program (Commercial, Medicare Advantage, Medicaid).	Excellus Fee Schedule
Medicaid	NO	NO but Remote Patient Monitoring (RPM) is coded under 99091. See link to Medicaid website.	YES	YES	95, GT, GQ but use varies by code. See link to Medicaid website. POS 02.	NYSDOH Medicaid
Medicare/Medicare Advantage Plans	YES	YES	YES	YES	Medicare: 95 POS equal to what it would have been had the service been done in person. 95 not required on E-Visits or Virtual Check-In codes.	Medicare. See link below.

United Healthcare/Oxford	YES	YES	YES	YES	<p>Commercial: 95. Not required for 99441-99443 or E-Visits or Virtual Check-In codes. POS equal to what it would have been had the service been done in person.</p> <p>Medicare: 95. Not required for 99441-99443 or E-Visits or Virtual Check-In codes. POS equal to what it would have been had the service been done in person.</p>	United Healthcare/Oxford
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For Medicare information, click on the link here.

[Coding Guidelines for COVID-19 Telehealth/Telemedicine Services](#)