

TEMPORARY VIRTUAL CARE GUIDELINES IN RESPONSE TO COVID-19 (AS OF 04/1/2020)

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)	See Attached 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 Services must be initiated by the patient Non-HIPAA compliant technologies allowed	Non-Facility RVU's
Aetna	Telemedicine and Direct Patient Contact (Updated 1/1/2020) COVID-19 Provider FAQs-Telemedicine (Effective 3/6/2020)	See Attached 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 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	Non-Facility RVU's
CareOregon	Telehealth Services (Updated 3/25/2020)	See Attached	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 Medicaid: Use POS 11 Medicare: Use POS 02	Medicaid: Facility RVU's Medicare: Non-Facility RVU's
Cigna	Cigna's Response to COVID-19 (Undated)	https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html	99201-99205, 99211-99215, G2012	Append with Modifier GQ Use POS 11 E&M services can be performed by phone, video, or both 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

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Health Net	Telehealth Guidance (Updated 3/23/2020) Oregon Health Authority Guidelines (Updated 3/20/2020)	See Attached	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)	See Attached	Commercial: 99201-99205, 99211-99215 Medicare: 99201-99205, 99211-99215, 99421-99423, 99441-99443, G0438, G0439, G2010, G2012	Humana will temporarily accept telephone (audio-only) visits for providers and members who don't have access to secure video systems. These visits can be submitted and reimbursed as telehealth visits 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)	See Attached	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 Medicaid: Append with Modifier GT or GQ Use POS 02 Services can be provided by telephone when appropriate during the COVID-19 crisis Medicare: Append with Modifier GQ Use POS 02 Policy in effect March 6, 2020 until June 6, 2020	Not Confirmed Yet

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PacificSource	Telehealth Policy (Updated 3/20/2020)	See Attached	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 3/6/2020) Online Digital E&M Services Policy 53 (Updated 3/20/2020) Telephone Services Policy 92 (Updated 3/6/2020)	See Attached	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 Services must be initiated by the patient 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 3/30/2020)	See Attached https://www.uhcprovider.com/en/resource-library/news/provider-telehealth-policies.html	99201-99205, 99211-99215, 99421-99423, G2010, G2012, G0438-G0439	Telehealth services can be performed using interactive audio/video or audio only (except where explicitly notated) Commercial & Medicare - Non-HIPAA compliant technologies allowed Commercial: Append with Modifier GT, GQ, or 95 Medicaid: Append with Modifier GT, GQ, or 95 Medicare: Append with modifier GT or GQ Use POS 02 Policies in effect until June 18, 2020	Non-Facility RVU's