

Updated: 04/13/20

Will a phone call with a patient be considered telehealth if there is no video feed, i.e. just voice interaction over the phone? If so, how should it be billed?			
Answer to Question:			
Aetna	Yes 03/30/20	Aetna allows in-network Washington providers to use non-HIPAA compliant communication platforms to provide patient care in accordance with Emergency Order 20-02. The use of audio-only telephone as telemedicine is permitted at this time.	
Amerigroup	Yes 03/24/20	Amerigroup will follow HCA guidance for Medicaid MCOs. Billing guidance for Medicaid providers are in the HCA FAQ. This includes temporary coverage of codes for telephone evaluation and management when extraordinary circumstances, as defined by HCA, are involved.	
CHPW	Yes 03/27/20	CHPW is allowing telephone services based on HCA and the CMS guidelines. We are also paying these services at the E&M level of care, versus the lower telephone rate.	
Cigna			
Coordinated Care	Yes 03/27/20	CCW reimburses for telephone calls using codes 99441-99423 following HCA policy.	
First Choice (TPA and PPO)	Yes 03/27/20	In order for services to be considered as telehealth, they must be billed with either telehealth modifier 95 for CPT codes in appendix P of the AMA CPT Book, or modifier GQ/GT for HCPA codes in the CMS Telehealth Code List for 2020, or Place of Service 02. See the links below for these resources. AMA Tele Guide AMA CPT Reporting CMS Tele Services	
HCA – Apple Health			
KP-NW	In Some Cases 03/27/20	Depending on how the communication occurs (e.g., Skype audio vs. traditional telephone) the service could be billed via CMS telemedicine billing guidelines or CMS billing guidelines for telephone services (99441-99443). KP will also follow all OIC mandates.	
KP-WA			
Labor & Industries	No 04/12/20		

Will a phone call with a patient be considered telehealth if there is no video feed, i.e. just voice interaction over the phone? If so, how should it be billed?

Answer to Question:

Medicaid FFS

In Some
Cases
03/27/20

The following codes are to be used when current practice for providing services is not an option (face to face, telemedicine) and there are extraordinary circumstances involved.

Code	Description
99441	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion
99442	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 11-20 minutes of medical discussion
99443	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 21-30 minutes of medical discussion
99421	Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10 minutes

Will a phone call with a patient be considered telehealth if there is no video feed, i.e. just voice interaction over the phone? If so, how should it be billed?				
Answer to Question:				
		99422	Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 11-20 minutes	
		99423	Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 21 or more minutes	
Molina	Yes 03/27/20	See Molina COVID Resource Page Scroll down to Molina's detailed COVID-19 Telehealth Billing Policy & follow link for additional details by program (Medicaid, Marketplace, Medicare)		
Pacific Source	TBD 03/27/20	Currently evaluating phone-only services.		
Premera	Yes 03/27/20	Premera Telehealth		The 2020 CPT code book contains significant new guidance on telehealth services as well and should be a standard reference.
Providence	Yes 04/01/20	PHP will reimburse contracted providers for telephone calls based on guidelines in Payment Policy 92.0 on ProvLink. For the duration of the Covid-19 crisis, these services may be billed for both new and established patients. Contracted providers may access our telehealth policies by visiting the ProvLink provider portal at Providence Login .		
Regence	Yes 03/27/20	For claims to process correctly, claims must be submitted with POS 11 or IOP and the GT modifier. (Note: To receive reimbursement consistent with an in-office visit,		

Will a phone call with a patient be considered telehealth if there is no video feed, i.e. just voice interaction over the phone? If so, how should it be billed?			
Answer to Question:			
		the POS must be either 11 or IOP. The GT modifier will indicate that the services were rendered via telehealth.)	
UHC			