

Updated: 09/10/20

Per Section N, page 137 of the CMS rule (<https://www.cms.gov/files/document/covid-medicare-and-medicaid-ifc2.pdf>) “Given our new understanding that these audio-only services are being furnished primarily as a replacement for care that would otherwise be reported as an in-person or telehealth visit using the office/outpatient E/M codes, we are establishing new RVUs for the telephone E/M services based on crosswalks to the most analogous office/outpatient E/M codes, based on the time requirements for the telephone codes and the times assumed for valuation for purposes of the office/outpatient E/M codes, Specifically, we are crosswalking CPT codes 99212, 99213, and 99214 to 99441, 99442, and 99443 respectively. We are finalizing, on an interim basis and for the duration of the COVID-19 PHE the following work RVUs: 0.48 for CPT code 99441; 0.97 for CPT code 99442; and 1.50 for CPT code 99443. We are also finalizing the direct PE inputs associated with CPT code 99212 for CPT code 99441, the direct PE inputs associated with CMS-5531-IFC 140 CPT code 99213 for CPT code 99442, and the direct PE inputs associated with CPT code 99214 for CPT code 99443

In situations when audio only tele-services are provided, which one of the below applies:

- A. Following the recent CMS guidelines for RVUs when codes 99441, 99442, and 99443 are billed?**
- B. An audio only phone call with a patient will be considered telehealth and it should be billed as described on our web site or as noted below**
- C. Other (please describe)**

Answer to Question?			
Aetna	Not Answered		
Amerigroup - DSNP	Option A 05/06/20		
CHPW – Medicare Advantage			
Cigna	Not Answered		
Coordinated Care - Commercial			
First Choice (TPA and PPO)	Option B 05/18/20	For Physicians use 99441-99443 and for qualified Non-Physician health care professional use 98966-98968	

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Answer to Question?

HCA – Apple Health	Option A 05/06/20		
Medicaid FFS	Option A 05/06/20		
Amerigroup	Option A 05/06/20		
CHPW	Option A 05/06/20		
Coordinated Care	Option A 05/06/20		
Molina	Option A 05/06/20	For providers contracted at % of Medicaid payment will be based on HCA's COVID-19 fee schedule. The payment based on updated RVU's will apply for providers contracted at % of Medicare. Molina Billing Policy	
UHC Community Plan	Option A 05/06/20		
KP-NW	Option A 05/15/20	Coding work will be completed by 05/18	
KP-WA	Option A & Option B 05/15/20	Option A: Medicare Option B: Commercial	
Labor & Industries	Option C 05/20/20	Telephone services are currently being paid according to our fee schedule and the established CMS RVUs for 2019.	

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Answer to Question?

Molina - Commercial	Option A 05/08/20	For providers contracted at % of Medicaid payment will be based on HCA's COVID-19 fee schedule. The payment based on updated RVU's will apply for providers contracted at % of Medicare. Molina Billing Policy	
Pacific Source	Option A 07/09/20	Option A to the extent that RVU is the right unit of measurement for paying the same rate (the requirement). We pay the same rate for telehealth that we pay for in person. For us, we've defined rate as the "allowed amount" for the service.	
Premera	Option B 05/06/20	Premera has always interpreted these codes as telehealth services in its Telehealth Payment Policy Premera Telehealth	
Providence	Option B 06/15/20	PHP will reimburse contracted providers for telehealth visits provided via audio-only during the public health emergency. Contracted providers may reference Payment Policies 92.0, 53.0 and 67.0A, 67.0B, 67.0C on our provider portal for more information. Providence Login	
Regence	Option B 05/05/20	The use of audio only for telehealth services is allowed.	

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- C. Other (please describe)

Answer to Question?

		<p>Providers should refer to our websites for the most current information and Virtual Care Reimbursement Policy:</p> <ul style="list-style-type: none"> · Regence COVID · Asuris COVID · BridgeSpan COVID <p>Click on “Get the latest information” then scroll down and click on “Telehealth visits”</p>	
<p>UHC - Commercial</p>	<p>Option B 05/05/20</p>		