

Commercial COVID-19 Telemedicine Guide

As of: 4/9/2020

Category	Codes	Code Description	Guidance by Payor				
			Aetna	BCBS	Cigna	Oscar	United Healthcare
Virtual Check In	G2012	Brief communication via telephone or technology-based service by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient to see if a visit or other service is needed.	Covered through 6/4/2020 ● Must have an audiovisual connection or <u>telephone</u> .		Covered through at least 5/31/2020 ● Rendered via telephone. ● Member cost-share will be waived during this time for both COVID-19 related and non-COVID-19 related cases.		Covered through 6/18/2020 ● Rendered via telephone ● Use appropriate POS (11, 20, 22, 23)
Online Digital E&M Services	99421-99423	Online digital E/M service, for an ext. patient, for up to 7 days, cumulative time during the 7 days ● Patient-initiated requiring the evaluation, assessment, and management of the patient. ● For an established patient only ● Reported once in a 7-day period for the provider's cumulative time	Covered through 6/4/2020 ● Must have a teletext or audiovisual connection. ● Providers can temporarily use non-public facing synchronous video chat platforms, such as Skype and FaceTime				
Telehealth E&M	New Patients 99201-99205 Est Patients 99211-99215	Follow E&M documentation guidelines. The 95' edition is effective and vitals are not required. https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Downloads/95Docguidelines.pdf		Covered through 6/13/2020 ● Requires POS 02 & Modifier 95 ● Can use any audiovisual application available to the patient and doctor (Whatsapp, Facetime, Skype).	Covered through at least 5/31/2020 ● Use Modifier GQ ● Use the POS that would typically be billed if the service was delivered face-to-face. ● Phone, video, FaceTime, Skype, etc. are all appropriate to use at this time. ● Reimbursement rates are consistent with typical face-to-face rates.	Covered through 5/11/2020 ● Requires Modifier 95 ● Must have an audiovisual connection. ● Whatsapp, Facetime, Skype, etc. are accepted methods of telemedicine at this time.	Covered through 6/18/2020 ● Use the POS that would typically be billed if the service was delivered face-to-face. ● Use Modifier 95 ● Phone, video, FaceTime, Skype, etc. are all appropriate to use at this time.
Links:			https://www.aetna.com/health-care-professionals/provider-education-manuals/covid-faq.html	https://www.floridablue.com/providers/covid-19-information	https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html	https://www.hioscar.com/covid19	https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19.html

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