

Telehealth Services by Payer

<u>Payer</u>	<u>Telemedicine</u> E/M Visits, etc. *For full list see CMS or payer specifics	<u>Online</u> <u>E-Visits</u> 99421- 99423	<u>Audio-Video</u> <u>Evaluations</u> 98000 – 98007	<u>Audio Only</u> <u>Evaluations</u> 98008 – 98015	<u>Virtual</u> <u>Check-In</u> 98016	<u>Coverage & Place of Service (POS) Notes</u>
Aetna Commercial	✓					POS 10 or POS 02 <u>with</u> modifier 95
Aetna Medicare	✓					POS 10 or POS 02 <u>with</u> modifier 95
Wellpoint TennCare	✓					POS 10 or POS 02 with <u>No Modifier 95</u> or POS where service would typically be rendered if face to face with modifier 95
Wellpoint Medicare	✓					POS 10 or POS 02 with <u>No Modifier 95</u>
BCBS of TN Commercial & Medicare Advantage Plan	✓					POS 10 or POS 02 with <u>No Modifier 95</u> or POS where service would typically be rendered if face to face with modifier 95
BlueCare, TennCare Select & Cover Kids	✓					POS 10 or POS 02 with <u>No Modifier 95</u> or POS where service would typically be rendered if face to face with modifier 95
Cigna Commercial	✓					POS 02 <u>Only</u> <u>with</u> modifier 95
Cigna Medicare (Ending)	✓					Effective 1/1/2024 POS 10 or POS 02 with <u>No Modifier 95</u>
CMS Traditional Medicare	✓	✓	✗ Report E/M	✗ Report E/M with mod. 93	✓	Effective 1/1/2024 POS 10 or POS 02 with <u>No Modifier 95</u> PHE Telehealth Flexibilities extended until March 31, 2025 CMS does NOT cover 2025 Telemedicine Codes – Report appropriate E/M equivalent through March 31, 2025
Humana Commercial (Ending)	✓	✓				POS 10 or POS 02 with <u>No Modifier 95</u> or POS where service would typically be rendered if face to face with modifier 95
Humana Medicare	✓	✓				POS 10 or POS 02 with <u>No Modifier 95</u> or POS where service would typically be rendered if face to face with modifier 95
Tricare East	✓					POS 10 or POS 02 with <u>GT Modifier</u>
TriWest or Optum VA Community Care Network	✓					<i>AUTHORIZATION IS REQUIRED</i> Effective 1/1/2024 POS 10 or POS 02 with <u>No Modifier 95</u>
UHC Commercial (Self-Funded Plans may not follow Commercial)	✓	✓	✗ Report E/M	✗ Report E/M		POS 10 or POS 02 with <u>No Modifier 95</u> UHC does NOT cover 2025 Telemedicine Codes – Report appropriate E/M equivalent
UHC Community Plan (TennCare Medicaid)	✓	✓	✗ Report E/M	✗ Report E/M		POS 10 or POS 02 with <u>No Modifier 95</u> UHC does NOT cover 2025 Telemedicine Codes – Report appropriate E/M equivalent
UHC Medicare Advantage	✓	✓	✗ Report E/M	✗ Report E/M		POS 10 or POS 02 with <u>No Modifier 95</u> UHC does NOT cover 2025 Telemedicine Codes – Report appropriate E/M equivalent
WellCare	✓					POS 10 or POS 02 with <u>No Modifier 95</u>

*****Items in RED text indicate no 2025 Payer Updates – Follow 2024 Telehealth Guidelines*****

Place of Service (POS) 02: Telehealth Provided Other than in Patient's Home

Place of Service (POS) 10: Telehealth Provided in Patient's Home

Modifier 93 - Synchronous Telemedicine Service Rendered Via Telephone or Other Real-Time Interactive **Audio-Only** Telecommunications System

Modifier 95 - Synchronous Telemedicine Service Rendered Via a Real-Time Interactive **Audio and Video** Telecommunications System