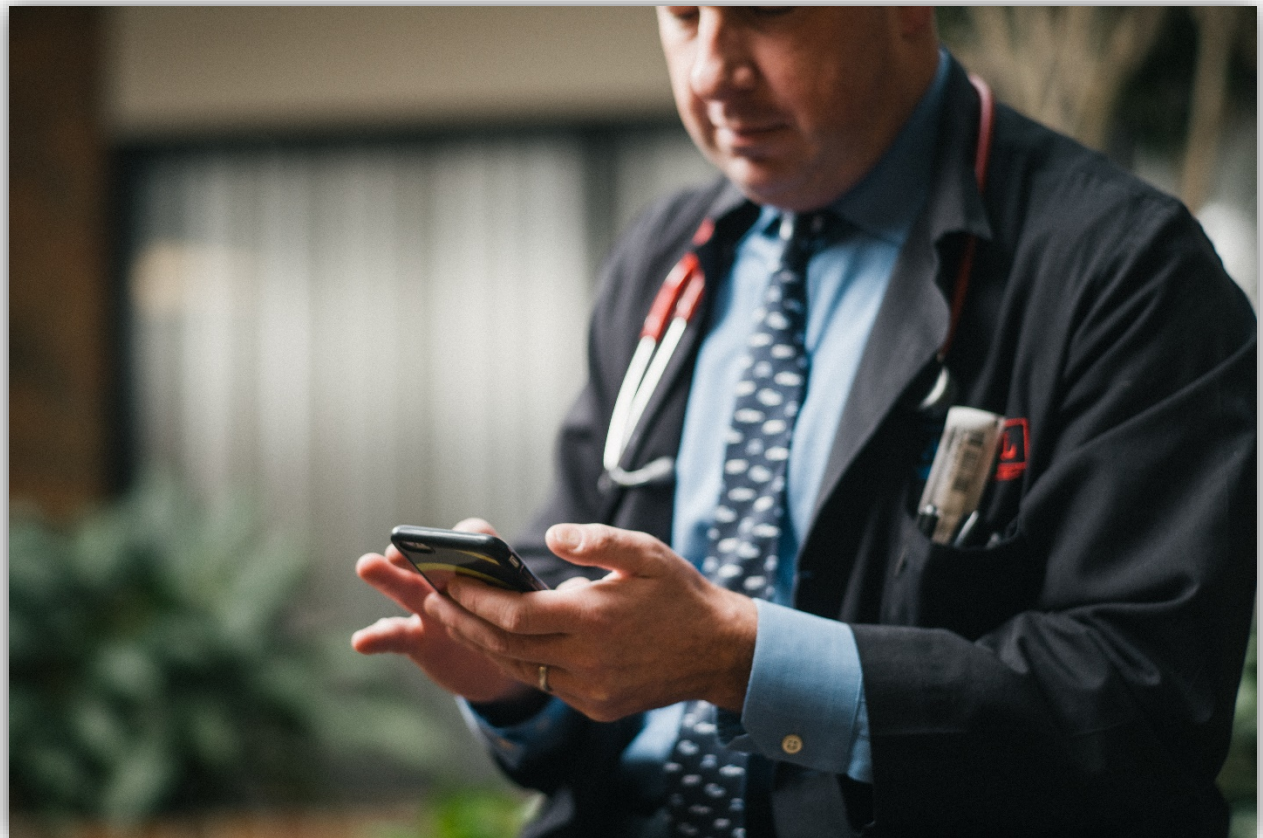# athenahealth

Payer telehealth policy and athenaNet rules guide

Payer telehealth policies are changing constantly;

we're implementing rules to help you follow them.

Get the latest information on both right here

athenahealth

Telehealth payer policies and athenaNet rules

Telehealth is becoming an increasingly critical avenue for providing patient care, and payers are developing their policies in a rapidly changing environment. We're maintaining this document as a convenient reference serving two purposes:

1. Sharing the latest information and resources on payer telehealth requirements, enabling you to find, understand, and implement them in your organization.
2. Sharing the status of the athenaNet rules we're building to guide your workflows so you can focus on your patients.

How to use this guide

The information in the first six columns on the following pages (those with purple headings) comes from payer guidance and is accurate to our knowledge and as of the date at the bottom of the page. We've linked to the most recent guidance available, along with any other relevant documentation. While we've directed to publicly available documents whenever possible, there are a handful of resources you'll need to log into the payer portal to access.

The last two columns (those with aqua headings) refer to the rules we're building as these policies develop. The "Global Rule Status" column will be relevant for most organizations, while the "FQHC-specific Rule Status" column contains information for Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs). You'll see one of five statuses for each payer in these columns:

- **To Do**: we're planning to build the payer's requirements into our rules engine but haven't started yet.
- **In Progress**: we're actively working on building the payer's requirements into the rules engine.
- **Complete**: we've finished building the payer's requirements into the rules engine, and those rules are now live in athenaNet.
- **Not applicable**: we're not planning to build rules for this payer. You'll mostly see this status in the FQHC-specific column. Since FQHCs and RHCs bill primarily to government payers, other payers usually don' have FQHC-specific requirements.

How we're keeping you updated

We're working to keep pace with payers as they define and refine their telehealth policies. We'll update this document twice weekly (Tuesdays and Fridays); the date of the most recent update is at the top of each page. You can find additional information on our response to COVID-19 on our dedicated Coronavirus Disease Success Community Page.

Disclaimer

This document consists of telehealth-related coding and billing information assembled from payer sources and should not be interpreted as coding advice from athenahealth, nor does athenahealth recommend or propose how you should code claims for services rendered. Please review the identified sources prior to coding, or if you have and questions.

Payer	Policy Summary	Modifier(s)	Place of Service	End Date for Policy	Payer Guidance	Global Rule Status	FQHC-Specific Rule Status
Aetna & Aetna/US Healthcare	Current policy with additional CPT codes permitted. See payer guidance for more detail on CPT codes.	Modifier GT or 95	POS 02	June 4, 2020	Aetna Telehealth FAQ Aetna Behavioral Health Codes	To Do	Not Applicable
Aetna Better Health PA	FQHCs and RHCs can use HCPCS code T1015 with appropriate CPT/HCPCS codes.	Modifier GT	POS 02 **FQHCs and RHCs:** POS 50 or 72	No date indicated	Aetna Better Health PA COVID-19 Virus Related FAQs (April 7 Update) Aetna Better Health PA Telemedicine FQHC RHC Aetna Better Health PA COVID-19 Virus Related FAQs Additional Document	To Do	Not Applicable
Anthem BCBS CA	Specific codes permitted; see payer guidance for details.	Modifer 95 or GT	POS 02	Until further notice	Anthem BCBS CA COVID-19 (Updated April 10, 2020) Anthem BCBS CA Guidance for telehealth/telephonic care for Behavioral Health services	To Do	Not Applicable
Anthem BCBS CO	No known telehealth-specific CPT codes required.	Modifer 95 or GT	POS 02	June 15, 2020	Anthem BCBS CO COVID April 14, 2020 COVID-19 Update: Guidance for telehealth/telephonic care for Behavioral Health services	To Do	Not Applicable
Anthem BCBS CT	Specific codes permitted; see payer guidance for details.	Modifier 95 or GT	POS 02	June 15, 2020	BCBS Anthem CT Telehealth Providers Due to COVID-19 (updated April 7, 2020) Anthem BCBS CT Guidance for telehealth/telephonic care for Behavioral Health services	To Do	Not Applicable
Anthem BCBS GA	Specific codes permitted; see payer guidance for details.	Modifer 95 or GT	POS 02	June 17, 2020	Anthem BCBS GA Information for Providers about COVID-19	To Do	Not Applicable
Anthem BCBS KY	Specific codes permitted for remote evaluation (e.g. email, including recorded video or images) and patient-provider telephone interaction, including video calls.	Modifer 95 or GT	POS 02	No date indicated	Anthem BCBS KY Guidance for telehealth/telephonic care for behavioral health services Anthem BCBS KY COVID-19 Guidance	To Do	Not Applicable
Anthem BCBS NH	Specific codes permitted; see payer guidance for details.	Modifer 95 or GT	POS 02	June 17, 2020	Anthem BCBS NH for Care Providers about COVID-19 (Updated April 16, 2020) Anthem BCBS NH Guidance for telehealth/telephonic care for Behavioral Health services		
Anthem BCBS NV	No known telehealth-specific CPT codes required.	Modifier 95 or GT	POS 02	June 17, 2020	Anthem BCBS NV Information for Care Providers about COVID-19 (Updated April 14, 2020) Anthem BCBS NV Guidance for telehealth/telephonic care for Behavioral Health services	To Do	Not Applicable
Anthem BCBS OH	Specific telehealth codes permitted; see payer guidance for details.	Modifier 95 or GT	POS 02	June 17, 2020	Anthem BCBS OH for Care Providers about COVID-19 (Updated April 16, 2020) Anthem BCBS OH Guidance for telehealth/telephonic care for Behavioral Health services	To Do	Not Applicable
Anthem BCBS VA	No known telehealth-specific CPT codes required.	Modifier 95 or GT	POS 02	June 17, 2020	Anthem BCBS VA for Care Providers about COVID-19 (Updated April 14, 2020) Anthem BCBS VA Guidance for telehealth/telephonic care for Behavioral Health services	To Do	Not Applicable
AZ Complete Care	Following AHCCCS guidelines	Following AHCCCS guidelines	Following AHCCCS guidelines	Following AHCCCS guidelines	AZ Complete Care		Not Applicable
AZ Health Choice	Following AHCCCS guidelines	Following AHCCCS guidelines	Following AHCCCS guidelines	Following AHCCCS guidelines	Health Choice AZ COVID19 Frequently Asked Questions		Not Applicable

Payer	Policy Summary	Modifier(s)	Place of Service	End Date for Policy	Payer Guidance	Global Rule Status	FQHC-Specific Rule Status
BCBS AL	Specific telehealth codes permitted; see payer guidance for details. **Behavioral health:** regular CPT codes permitted, with stipulations for level of service. See payer guidance for details.	**Medical:** No modifier required **Behavioral Health:** Modifier 95 or GT	POS 02	No date indicated	BCBS AL Telehealth Billing Guide for Providers BCBS AL Expanded Telemedicine Behavioral Health Coverage	To Do	Not Applicable
BCBS AR	Designated telehealth codes for telephone interaction , as well as for **Physicians** (MDs and DOs), **Advance Practice Nurse Practitioners, and Physician Assistants** assisting patients virtually. See payer guidance for details.	Some CPT codes require GT modifier; see payer guidance for details.	POS 02 Telehealth, 11 Office and 12 Home	May 15, 2020	BCBS AR Extension for COVID 19 BCBS AR Telehealth Coverage Policy	Complete	Not Applicable
BCBS DE - Highmark	See payer guidance for details	Modifier GT	POS 02	No date indicated	Highmark DE Telehealth Visits Highmark Highmark Reimbursement Policy Bulletin Telehealth/Telemedicine	In Progress	
BCBS FL	Specific CPT codes designated for **General Medicine** telehealth.	Modifier 95 or GT	POS 02	June 17, 2020	BCBS FL COVID-19 Provider Billing Guidelines	In Progress	Not Applicable
BCBS HI	Specific telehealth codes permitted; see payer guidance for details.	Modifer required for some CPT codes; see payer guidance for details	POS 02	No date indicated	BCBS HI Telehealth Coding Guide BCBS HI Telehealth Services Policy BCBS HI Telehealth Guidance FQHC BCBS HI FAQ Telehealth	To Do	Not Applicable
BCBS IL	Specific telehealth codes permitted; see payer guidance for details.	Some CPT codes require GT modifier; see payer guidance for details.	None required	No date indicated	BCBS IL Further Expands Telehealth in Response to COVID-19	To Do	Not Applicable
BCBS KS	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT	POS 02	May 31, 2020	BCBS KS Telehealth Services Temporarily Expanded BCBS KS Virtual Services Due to COVID-19 (UB-04 Billing) BCBS KS Telehealth Policy Memo		
BCBS LA	Specific telehealth codes permitted; see payer guidance for details.	Modifier 95 or GT	POS 11	Duration of national emergency	BCBS LA Expansion of telehealth for remote care during COVID-19 BCBS LA TELEMEDICINE/TELEHEALTH Billing Guidelines	To Do	Not Applicable
BCBS MA	Specific telehealth CPT codes for **Medical** and **Behavioral Health**. See payer guidance for details. **Note:** stipulations apply when billing for telephone services. See payer guidance for details.	Modifier GT, 95, G0, or GQ	POS 02	Until further notice	BCBS MA COVID 19 Guidelines BCBS MA Telehealth (Telemedicine) Payment Policy BCBS MA Telehealth (Telemedicine) – Behavioral Health Payment Policy	To Do	Not Applicable
BCBS MI	Specific telehealth codes permitted; see payer guidance for details.	Modifier 95 or GT	POS 02	No date indicated	BCBS MI Telehealth procedure codes for COVID-19 (Medical & Behavioral) BCBS MI Telemedicine Medical Policy BCBS MI Telehealth procedure codes for COVID-19 BCBS MI Telehealth for medical providers BCBS MI Telehealth for behavioral health providers	Complete	Not Applicable

Payer	Policy Summary	Modifier(s)	Place of Service	End Date for Policy	Payer Guidance	Global Rule Status	FQHC-Specific Rule Status
BCBS MN	Specific telehealth codes permitted; see payer guidance for details.	Modifier 95	POS 11	Duration of national emergency	BCBS MN COVID FAQ BCBS MN REIMBURSEMENT POLICY Televideo/Telehealth/Telemedicine	To Do	Not Applicable
BCBS MS	Specific telehealth codes permitted; see payer guidance for details.	None required	POS 02	April 30, 2020	BCBS MS portal - Requires login	Complete	Not Applicable
BCBS MT	Current policy with additional CPT codes permitted. See payer guidance for more detail on CPT codes.	Modifer required for some CPT codes; see payer guidance for details	POS 02	April 20, 2020	BCBSMT MODIFIES TELEMEDICINE COVERAGE AND COST SHARING IN RESPONSE TO COVID-19 BCBSMT COVID-19 & TELEMEDICINE QUESTIONS & ANSWERS	To Do	Not Applicable
BCBS NC	Specific telehealth codes permitted; see payer guidance for details.	Modifier CR	POS 02	April 25, 2020	BCBS NC COVID 19 Additional Details BCBS NC Temporary Expansion of Reimbursement for Telehealth Services	To Do	Not Applicable
BCBS ND	Specific telehealth codes permitted; see payer guidance for details. **FQHCs and RHCs:** Facility-based therapy providers (PT, ST, OT) and those who provide services reimbursed on a per diem, refer to payer guidance for CPT and Condition codes, as well as modifier details.	Modifier 95* *Required for some visit types; see payer guidance for details	POS 02* *Required for CMS 1500	No date indicated	BCBS ND COVID-19 Telehealth Expansion Update (March 27) BCBS ND COVID-19 Telehealth Expansion Update (March 20) BCBS ND Institutional Billing & Behavioral Health COVID 19	To Do	Not Applicable
BCBS NM	Specific telehealth codes permitted; see payer guidance for details.	Modifier 95	None required	April 30, 2020	BCBS NM Using Telemedicine and Telehealth in Response to COVID-19	To Do	Not Applicable
BCBS OK	Specific telehealth codes permitted; see payer guidance for details.	Some CPT codes require 95 Modifier; see payer guidance for details.	None required	April 30, 2020	BCBS OK Using Telemedicine in Response to COVID-19 COVID-19 – Oklahoma Provider Frequently Asked Questions	To Do	Not Applicable
BCBS PA - Highmark	Specific telehealth codes permitted; see payer guidance for details.	See payer guidance for details	POS 02	June 13, 2020	HIGHMARK (TEMPORARY) TELEMEDICINE CODE LIST Highmark Reimbursement Policy Bulletin Telehealth/Telemedicine	In Progress	Not Applicable
BCBS PA - Independence Blue Cross	Specific telehealth codes permitted; see payer guidance for details.	Modifier 95 or GT	POS 02	June 4, 2020	BCBS PA Independence Telemedicine services	In Progress	Not Applicable
BCBS Premera (WA & AK)	Specific telehealth codes permitted; see payer guidance for details.	See payer guidance for details	POS 02	June 30, 2020	BCBS Premera Billing Telehealth Services BCBS Premera COVID 19 FAQ	To Do	Not Applicable
BCBS Regence (OR & UT)	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT	POS 11	No date indicated	BCBS Regence Temporary expansion Telehealth services BCBS Regence COVID-19 quick links	To Do	Not Applicable
BCBS RI	Specific telehealth codes permitted; see payer guidance for details.	Modifier CR	POS 02	Within 60 days of March 16, 2020	BCBS RI Payment Policy l Telemedicine/Telehealth and Telephone Services – Temporary Policy	In Progress	Not Applicable

Payer	Policy Summary	Modifier(s)	Place of Service	End Date for Policy	Payer Guidance	Global Rule Status	FQHC-Specific Rule Status
BCBS SC	Current policy with additional CPT codes permitted. See payer guidance for more detail on CPT codes.	Modifier 95* *Not required for all CPT codes; see payer guidance for details	None required	Duration of national emergency	BCBS SC Temporary Expansion of Reimbursement for Telehealth Services BCBS SC Frequently Asked Questions for COVID-19 BCBS SC Telehealth Medical Policy	To Do	Not Applicable
BCBS TN	Specific telehealth codes permitted; see payer guidance for details.		POS 02	June 30, 2020	BCBS TN Telehealth Coverage Expansion	To Do	Not Applicable
BCBS TX	Specific telehealth codes permitted; see payer guidance for details.	Modifier 95* *Not required for all CPT codes; see payer guidance for details	POS 02	No date indicated	BCBS TX Telemedicine and Telehealth Coverage Expansion in Response to COVID-19 BCBS TX Coding & Medical Policy Telemedicine Medical Services and Telehealth Services - Additional Information for COVID-19	To Do	Not Applicable
BCBS VT	Specific telehealth codes permitted; see payer guidance for details.	Modifier 95 or GR	POS 02	No date indicated	BCBS VT TEMPORARY/EMERGENCY POLICY: PREVENTIVE MEDICINE BY TELEMEDICINE Corporate Payment Policy BCBS VT TEMPORARY/EMERGENCY POLICY: TELEPHONE-ONLY SERVICES Corporate Payment Policy BCBS VT TEMPORARY/EMERGENCY POLICY: TELEPHONE TRIAGE Corporate Payment Policy	To Do	Not Applicable
BCBS Wellmark (Iowa, SD)	Specific telehealth codes permitted; see payer guidance for details.	None required* *Using a modifier may cause claim denial	POS 02	June 16, 2020	Wellmark COVID-19 Frequently Asked Questions Wellmark Guidance on coverage and billing for virtual health care visits	To Do	Not Applicable
Blue Shield CA	Specific telehealth codes permitted; see payer guidance for details.	None required	POS 02	Duration of national emergency	Blue Shield of CA Telehealth during the COVID-19 public health emergency	To Do	Not Applicable
Boston Medial Center	Specific telehealth codes permitted; see payer guidance for details.	None required	POS 02	Until further notice	BMC HealthNet Plan COVID-19 Update and FAQs	To Do	Not Applicable
Carefirst Health Plan	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT or 95	POS 02	April 17, 2020	Care1st Health Plan AZ COVID-19 Resources	To Do	Not Applicable
Carefirst BCBS MD, DC	Specific telehealth **CPT codes** permitted; see payer guidance for details. Specific telehealth **diagnosis codes** required; see payer guidance for details.	Modifier GT or 95	POS 02	April 17, 2020	BCBS Carefirst Telemedicine for COVID CareFirst Procedure Code/Modifier/Place of Service Instructions for Telemedicine Claims During Covid-19 Public Health Emergency	To Do	Not Applicable
CareMore	Refer to CMS coding guidelines.	Refer to CMS coding guidelines	Refer to CSM coding guidelines		Caremore Coronavirus (COVID 19) Update: April 6, 2020 Caremore Coronavirus (COVID-19) Update: March 30, 2020	To Do	Not Applicable
Caresource OH	Refer to Medicaid OH guidelines	None required	None required	No date indicated	Caresource OH COVID-19: Temporary Telehealth Services	To Do	Not Applicable
CCAH	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT, GQ	None required	No date indicated	CCAH Telehealth Expanion During COVID 19 CCAH Guidance on Telehealth Services CCAH Provider Manual	To Do	Not Applicable

Payer	Policy Summary	Modifier(s)	Place of Service	End Date for Policy	Payer Guidance	Global Rule Status	FQHC-Specific Rule Status
Cigna	Specific telehealth **CPT codes** permitted; see payer guidance for details. Specific telehealth **diagnosis codes** required; see payer guidance for details.	See payer guidance for details	POS 11 Behavioral health: POS 02	No date indicated	Cigna COVID-19 Interim Billing Guidance for Providers for Commercial Customers Cigna COVID 19 Behavioral Health Telehealth Guidelines Cigna Medicare Line of Business COVID 19 Guidelines	In Progress	Not Applicable
Clover Health	Specific telehealth codes permitted for telephone, virtual check-in, and e-visits; see payer guidance for details.				Clover Health Telehealth Policy During COVID 19	To Do	Not Applicable
CMS Medicare	Specific telehealth codes permitted for telephone, virtual check-in, and e-visits; see payer guidance for details.	None required	POS 11	No date indicated	Medicare Fee-for-Service (FFS) Response to COVID 19	In Progress	In Progress
Empire BCBS NY	Specific telehealth codes permitted, which may require modifier; see payer guidance for details.	None required	POS 02	June 15, 2020	Empire NY Anthem COVID 19 Billing Guidelines	To Do	Not Applicable
Excellus BCBS NY	Specific telehealth codes permitted; see payer guidance for details.	Modifer required for some CPT codes; see payer guidance for details	POS 02	Duration of national emergency	BCBS Excellus Telehealth Visits During the COVID-19 State of Emergency BCBS Excellus TELEMEDICINE and TELEHEALTH Medical Policy BCBS Excellus Coronavirus (COVID-19) Update	Complete	Not Applicable
Fidelis Care NY	Specific telehealth codes permitted; see payer guidance for details.	Modifier 95, GT, or GQ	POS 02	No date indicated	Fidelis Care Latest News (Telehealth) Fidelis Care Provider Manual	To Do	Not Applicable
Harvard Pilgrim	Specific telehealth codes permitted; see payer guidance for details.	Modifer required for some CPT codes; see payer guidance for details	POS 02	No date indicated	Havard Pilgrim Interim Telemedicine/Telehealth Payment Policy	Complete	Not Applicable
HealthFirst	Specific telehealth codes permitted; see payer guidance for details.	Modifier 95	POS 02	No date indicated	Healthfirst Telehealth Services	To Do	Not Applicable
Horizon BCBS NJ	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT or 95	POS 02	June 30, 2020	Horizon Blue Providing telephonic care Horizon Blue Telemedicine Services	To Do	Not Applicable
Humana	Specific telehealth codes permitted; see payer guidance for details.	Modifier 95	See payer guidance for details	No date indicated	Humana Telehealth FAQ Humana COVID-19 Telehealth and Other Virtual Services	To Do	Not Applicable
Inland Empire Health Plan	Refer to Medi-Cal and CMS guidelines	Modifier 95* *Medi-Cal only	POS 02 POS 20 (Urgent Care)	No date indicated	IEHP Telehealth Services Due to Limiting Exposure to COVID-19 Medi-Cal Payment for Telehealth and Virtual/Telephonic Communications Relative to the COVID 19 IEHP General Provider Telehealth and Telemedicine Tool Kit	To Do	Not Applicable
Kaiser Permanente Northern CA	No known telehealth-specific CPT codes required.	Modifier 95	POS 02	No date indicated	Kaiser Permanente Telehealth Services and the COVID-19 Emergency Response	To Do	Not Applicable
Medicaid AK	Specific telehealth codes permitted; see payer guidance for details.	Modifer required for some CPT codes; see payer guidance for details	None required	Duration of national emergency	Medicaid AK Temporary Expansion of Medicaid Telehealth Coverage	To Do	To Do

Payer	Policy Summary	Modifier(s)	Place of Service	End Date for Policy	Payer Guidance	Global Rule Status	FQHC-Specific Rule Status
Medicaid AL	Specific telehealth codes permitted; see payer guidance for details.	Modifier CR	POS 02	April 16, 2020	Medicaid AL COVID 19 Telemedicine Expansion Medicaid AL ST/OT Telemedicine Expansion Medicaid AL PT Telemedicine Expansion	In Progress	In Progress
Medicaid AR	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT	POS 02	Duration of national emergency	Medicaid AR Telemedicine Expansion Medicaid AR Behavioral Health Telemedicine	In Progress	To Do
Medicaid AZ	Specific telehealth codes permitted; see payer guidance for details.	Modifier UD	Originating site (where the member is located)	Duration of national emergency	Medicaid AZ Telehealth Webinar Medicaid AZ Medical Coding Guidance Updated Temporary Code List Medicaid AZ Telehealth Code Set	To Do	To Do
Medicaid CT	Specific telehealth codes permitted; see payer guidance for details.	Modifer required for some CPT codes; see payer guidance for details	POS 02	Until further notice	Medicaid CT Emergency Temporary Telemedicine Coverage Medicaid CT Expanded Telemedicine and New Audio-Only (Telephonic) Services Medicaid CT FAQs Response to COVID-19 Medicaid CT New Coverage of Specified Telemedicine Services Medicaid CT Telemedicine Coverage for Specified Therapy Services Rendered at Rehabilitation Clinics	To Do	To Do
Medicaid CO	Specific telehealth codes permitted; see payer guidance for details.	See payer guidance for details	POS 02	No date indicated	Medicaid CO Provider News Telehealth Expansion Medicaid CO Telemedicine Medicaid CO Telehealth Billing Manual		To Do
Medicaid DC	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT	POS 02	No date indicated	Medicaid DC Telemedicine Provider Guidance Medicaid DC Coding for Telemedicine During COVID 19 Medicaid DC Telemedicine Guide	In Progress	To Do
Medicaid DE	Specific telehealth codes permitted; see payer guidance for details. **FQHCs and RHCs:** Refer to payer guidance for billing instructions.	None required	POS 02	Until further notice.	Medicaid DE Telehealth COVID FAQ Medicaid DE Changes to Telehealth Policies Medicaid DE Provider Billing Manual	To Do	To Do
Medicaid FL	Specific telehealth codes permitted; see payer guidance for details.	Modifer required for some CPT codes; see payer guidance for details	None required	No date indicated	Medicaid FL Telemedicine Guidance for Medical and Behavioral Health AHCA FL Law for Telemedicine	In Progress	In Progress

Payer	Policy Summary	Modifier(s)	Place of Service	End Date for Policy	Payer Guidance	Global Rule Status	FQHC-Specific Rule Status
Medicaid GA	Current policy with additional CPT codes permitted. See payer guidance for more detail on CPT codes.	Modifier GT	POS 02	No date indicated	Medicaid GA Telehealth Response to COVID-19 Medicaid GA Telehealth Manual	Complete	In Progress
Medicaid HI	See payer guidance for details	Modifier GO or GT	POS 02	Duration of national emergency	Medicaid HI Telehealth During COVID 19 Medicaid HI Telephonic Services for Non-Physician Health Care Professionals Medicaid HI FQHC Telehealth During COVID 19 Medicaid HI FQHC Payment Guidance		To Do
Medicaid IA	See payer guidance for details	Modifier GT	POS 02	No date indicated	Medicaid IA Billing Services During COVID 19 Medicaid IA Specific Code Set for COVID 19 Medicaid IA Telehealth FAQ		To Do
Medicaid ID	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT	See payer guidance for details	No date indicated	Medicaid ID Provider Information Regarding Telehealth Medicaid ID Telehealth Claims Policy for Place of Service Medicaid ID COVID-19 Guidance for Therapy Services: Occupational, Physical and SpeechLanguage	To Do	In Progress
Medicaid IL	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT	POS 02	Duration of national emergency	Medicaid IL Telehealth Services Expansion Prompted by COVID-19 Medicaid IL Telehealth Expansion Billing Instructions IL PART 140 MEDICAL PAYMENT SECTION 140.403 TELEHEALTH SERVICES	To Do	Complete
Medicaid IN	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT *Do not use Modifier 95	Do not use POS 02	Duration of national emergency	Medicaid IN Telemedicine FAQ Medicaid IN Claifying Telemedicine Billing Medicaid IN Billing Guidance for COVID 19	In Progress	In Progress
Medicaid KS	Specific telehealth codes permitted; see payer guidance for details.	None required	POS 02	Until further notice	Medicaid KS Telemedicine Updates in Response to COVID-19 Emergency Medicaid KS Additional Codes Added to Telemedicine During COVID-19 Emergency Medicaid KS Additional E&M Codes Telemedicine Medicaid KS PT/OT/ST Telehealth Services Medicaid KS SED Codes via Telemedicine		To Do
Medicaid KY	Specific telehealth codes permitted; see payer guidance for details. **FQHCs and RHCs:** See payer guidance for information on approved telehealth services.	None required	POS 02	Duration of national emergency	Medicaid KY COVID 19 FAQ Medicaid KY COVID 19 Homepage	To Do	To Do

Payer	Policy Summary	Modifier(s)	Place of Service	End Date for Policy	Payer Guidance	Global Rule Status	FQHC-Specific Rule Status
Medicaid LA	Specific telehealth codes permitted; see payer guidance for details. **FQHCs and RHCs:** Telehealth-specific POS and modifiers not required; see payer guidance for billing instructions.	Modifier 95	POS 02	Duration of national emergency	Medicaid LA Response to COVID-19 Medicaid LA Telemedicine/Telehealth Facilitation by Licensed Mental Health Practitioners Medicaid LA COVID Provider Update: 3.17.2020 Medicaid LA Telemedicine/Telehealth Facilitation of Outpatient Substance Use Disorder (OPSUD) Treatment Medicaid LA Telemedicine/Telehealth Facilitation of Mental Health Rehabilitation (MHR) Services	To Do	Complete
Medicaid MA	Current policy with additional CPT codes permitted. See payer guidance for more detail on CPT codes.	None required	POS 02	No date indicated	Medicaid MA Telehealth Network Information Medicaid MA Policy & Reimbursement During COVID 19 Medicaid MA Reimbursement During COVID 19	In Progress	To Do
Medicaid MD	Specific telehealth codes permitted; see payer guidance for details.	Modifer required for some CPT codes; see payer guidance for details	POS depends on the type of claim; see payer guidance for details	No date indicated	Medicaid MD Expansion of Telehealth Medicaid MD FAQ Telehealth Medicaid MD Audio-Only Expansion	To Do	To Do
Medicaid ME	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT	See payer guidance for details	No date indicated	MaineCare Guidance Relating to Telehealth and Telephone Services MaineCare Telehealth and Telephonic Evaluation and Management Codes	To Do	In Progress
Medicaid MI	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT	POS 02	Later of: 30 days after end of national emergency; or month following end of national emergency	Medicaid MI General Telemedicine Expansion Medicaid MI Telemedicine Expansion FQHC/RHC	Complete	In Progress
Medicaid MN	Specific telehealth codes permitted; see payer guidance for details.	None required	See payer guidance for details	No date indicated	Medicaid MN COVID 19 Billing		To Do
Medicaid MO	Specific procedure code designated for telehealth. See payer guidance for details.	Modifier GT	POS 02	Duration of national emergency	Medicaid MO COVID 19 Telehealth Medicaid MO Telehealth for FQHC/RHC Medicaid MO Telehealth Policy	To Do	To Do
Medicaid MS	Specific telehealth codes permitted; see payer guidance for details.	Modifier required for face-to-face telehealth; see payer guidance for details	POS 02	April 30, 2020	Medicaid MS Emergency Telehealth Policy Medicaid MS Fee Schedules	To Do	To Do
Medicaid MT	Specific telehealth codes permitted; see payer guidance for details.	None required	POS 02 for CMS 1500	Duration of national emergency	Medicaid MT Medicaid Coverage and Reimbursement Policy for Telemedicine/Telehealth	To Do	To Do

Payer	Policy Summary	Modifier(s)	Place of Service	End Date for Policy	Payer Guidance	Global Rule Status	FQHC-Specific Rule Status
Medicaid NC	Specific telehealth codes permitted; see payer guidance for details.	Modifer GT and CR	See payer guidance for details	Duration of North Carolina state of emergency, or policy is rescinded.	Medicaid NC Telehealth Clinical Policy Modifications Medicaid NC Telehealth Billing Code Summary	In Progress	In Progress
Medicaid ND	See payer guidance for details	Modifier CR* *Not required for all services; see payer guidance for details	POS 02	No date indicated	Medicaid ND COVID-19 Temporary Telehealth Policy Medicaid ND Provider Manual for non-HIPAA Compliant Platform		To Do
Medicaid NE	Specific telehealth **CPT codes** permitted; see payer guidance for details. Specific **diagnosis codes** required for actual and suspected COVID-19 exposure; see payer guidance for details.	Modifier GT	None required	Until further notice	Medicaid NE Expansion of Telehealth Guidelines	To Do	To Do
Medicaid NH	No known telehealth-specific CPT codes required.	Modifier GT	POS 02	Duration of national emergency	Medicaid NH Telehealth Fact Sheet	Complete	To Do
Medicaid NJ	No known telehealth-specific CPT codes required.	None required	None required	Duration of national emergency	Medicaid NJ Temporary Telehealth Guidelines	To Do	Complete
Medicaid NM	See payer guidance for details	None required	POS 02	No date indicated	Medicaid NM COVID 19 Guidance Medicaid NM Telephonic Procedure Codes Rate List		
Medicaid NV	Depending on site enrollment, a telehealth-specific HCPCS code may be required. See payer guidance for details.	Modifer required for some CPT codes; see payer guidance for details	POS 02	Duration of national emergency	Medicaid NV Telehealth Resource Guide Medicaid NV Telehealth Billing Guidelines Medicaid NV Expansion PT/OT/ST Medicaid NV Telehealth Billing Manual	To Do	To Do
Medicaid NY	Specific telehealth codes permitted; see payer guidance for details.	Modifer GT or GQ, 95	POS 02	No date indicated	Medicaid NY Coverage and Reimbursement Policy for Services Related to Coronavirus Disease 2019 Medicaid NY FAQ Regarding Use of Telehealth including Telephonic Services Medicaid NY Comprehensive Guidance Regarding Use of Telehealth including Telephonic Services During the COVID-19 State of Emergency	To Do	In Progress
Medicaid OH	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT	Physical location of provider	Duration of state of emergency	Medicaid OH Telehealth Billing Guidelines During COVID 19 Medicaid OH Telehealth Rules FAQ Medicaid OH Telehealth Codes During a State of Emergency Medicaid OH Covered Telehealth Services for Behavioral Health Medicaid OH Delivering Behavioral Health via Telehealth	To Do	In Progress

Payer	Policy Summary	Modifier(s)	Place of Service	End Date for Policy	Payer Guidance	Global Rule Status	FQHC-Specific Rule Status
Medicaid OK	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT	None required	April 20, 2020	Medicaid OK Global Messages Medicaid OK Telemedicine Policy Medicaid OK Fees & Codes	To Do	To Do
Medicaid OR	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT	POS 02	No date indicated	Medicaid OR Telemedicine/Telehealth Billing Guidance for Fee for Service Providers Medicaid OR Telehealth Coverage Medicaid OR Expanded telehealth coverage for behavioral health services Medicaid OR Fee Schedule BH Medicaid OR ANCILLARY GUIDELINE A5, TELEHEALTH, TELECONSULTATIONS AND ONLINE/TELEPHONIC SERVICES	To Do	To Do
Medicaid PA	No known telehealth-specific CPT codes required.	Modifier GT	See payer guidance for details		Medicaid PA Telemedicine Guidelines Related to COVID 19 Medicaid PA Telehealth Guidelines Substance Abuse Related to COVID-19	In Progress	To Do
Medicaid RI	See payer guidance for details	See payer guidance for details	POS 02	No date indicated	Medicaid RI TeleHealth Delivery Policy and Procedure Guidance Medicaid RI COVID-19 TeleHealth Memo FFS Providers UPDATE 3/10/20		To Do
Medicaid SC	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT (on telehealth services)	None required	Duration of national emergency or at SCDHHS discretion	Medicaid SC Temporary Telephonic and Telehealth Services Updates	To Do	In Progress
Medicaid SD	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT	POS 02	No date indicated	Medicaid SD FAQ COVID 19 Medicaid SD IHS Contracted Services Telemedicine Claims Medicaid SD Telemedicine Manual Medicaid SD FQHC/RHC Manual	In Progress	To Do
Medicaid TX	Specific telehealth codes permitted; see payer guidance for details.	Modifier 95	See payer guidance for details	April 30, 2020	Medicaid TX Claims for Telephone (Audio Only) Medical Medicaid TX Claims for Telephone (Audio Only) Behavioral Health Texas Medical Association COVID 19 Toolkit	In Progress	To Do
Medicaid UT	No known telehealth-specific CPT codes required.	Modifier GT	POS 02	April 30, 2020	Medicaid UT Telehealth Q&A for COVID-19 Emergency		Complete
Medicaid VA	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT or GQ	POS 02	Duration of national emergency	Virginia Medicaid Portal - Requires login	In Progress	To Do
Medicaid VT	No known telehealth-specific CPT codes required.	See payer guidance for details	POS 02	No date indicated	Medicaid VT COVID 19 Telehealth FAQ		To Do

Payer	Policy Summary	Modifier(s)	Place of Service	End Date for Policy	Payer Guidance	Global Rule Status	FQHC-Specific Rule Status
Medicaid WA	Specific telehealth codes permitted; see payer guidance for details.	CR Modifier	Physical location of member receiving service	No date indicated	Medicaid WA Clinical Policy and Billing for COVID 19 / Medicaid WA Behavioral Health Policy & Billing for COVID 19 / Medicaid WA Billing Manual	In Progress	In Progress
Medicaid WI	Specific telehealth codes permitted; see payer guidance for details.	Modifer required for some CPT codes; see payer guidance for details	POS 02	Duration of Wisconsin emergency	Medicaid WI Telehealth Expansion Including FQHC/RHC / Medicaid WI Temporary Changes BH & Targeted Case Management / Medicaid WI Additional Services to be Provided via Telehealth	To Do	To Do
Medicaid WV	Specific telehealth codes permitted; see payer guidance for details.	Modifier required for some CPT codes; see payer guidance for details	See payer guidance for details	Duration of national emergency	Medicaid WV COVID-19 Telehealth / Medicaid WV Telehealth Modality for Physical, Occupational or Speech Therapy / Medicaid WV FQHC/RHC Telehealth	In Progress	In Progress
Medicaid WY	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT, HQ	None required	No date indicated	Medicaid WY Behavioral Health Group Therapy Telehealth / Medicaid WY Behavioral Health Providers Telehealth / Medicaid WY FQHC/RHC/IHS Telehealth / Medicaid WY Billing Manual	To Do	To Do
Medi-Cal	No known telehealth-specific CPT codes required.	Modifier 95: Other Virtual/Telephonic Communications / Modifier GQ: E-Consults	POS 02	No date indicated	Medi-Cal COVID-19 Guidance for Telehealth and Virtual/Telephonic Communications / Medi-Cal Telehealth Manual / Medi-Cal FQHC/RHC Manual	In Progress	In Progress
Mercy Care	Refer to AHCCCS guidelines	Refer to AHCCCS guidelines	Refer to AHCCCS guidelines	Refer to AHCCCS guidelines	Mercy Health Care AZ News Home		Not Applicable
MVP Healthcare	Specific telehealth codes permitted; see payer guidance for details.	Modifier 95 or GT	See payer guidance for details	Duration of state of emergency	MVP Telehealth Coding During COVID 19		Not Applicable
Priority Health	Specific telehealth codes permitted; see payer guidance for details.	Modifer required for some CPT codes; see payer guidance for details	POS 02 (do not use for inpatient)	No date indicated	Priority Health COVID-19 Information for Providers / Priority Health Outpatient mental health scope of service	To Do	Not Applicable
Regal Med	Refer to Med-Cal guidelines	Refer to Med-Cal guidelines	Refer to Med-Cal guidelines	Refer to Med-Cal guidelines	Regal Med Coronavirus (COVID-19) Information		Not Applicable
Sunflower State Health Plan	Specific telehealth codes permitted; see payer guidance for details.	None required	POS 02, 12	No date indicated	Medicaid KS Telemedicine Updates / Medicaid KS Expand Telemedicine to HCBS Services	To Do	Not Applicable
Superior Health Plan	Specific telehealth codes permitted; see payer guidance for details.	Modifer required for some CPT codes; see payer guidance for details	POS 02	No date indicated	Superior HealthPlan Telemedicine Quick Reference Chart	To Do	Not Applicable

Payer	Policy Summary	Modifier(s)	Place of Service	End Date for Policy	Payer Guidance	Global Rule Status	FQHC-Specific Rule Status
Total Health Care of Michigan	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT	POS 02	June 30, 2020	Total Health Care of MI COVID 19 Virtual Visits		Not Applicable
Tricare East & West	Specific telehealth codes permitted; see payer guidance for details.	Modifier GT	POS 02	May 31, 2020	Tricare Humana Telehealth Policy Tricare West Telemedicine Expansion Tricare Telemedicine Policy Manual		Not Applicable
United Healthcare/UHC Community Plans	Specific telehealth codes permitted; see payer guidance for details.	Modifer GT or GQ, 95	None required	June 18, 2020	UHC Telehealth Services Guidelines UHC COVID 19 Telehealth Homepage	In Progress	Not Applicable
University Family Healthcare	Refer to AHCCCS guidelines	Refer to AHCCCS guidelines	Refer to AHCCCS guidelines	Refer to AHCCCS guidelines	University Family Banner COVID 19 Information		Not Applicable
WellMed	Refer to CMS coding guidelines.	Modifier 95	POS 11	No date indicated	WellMed portal - Requires login	To Do	Not Applicable