

TELEMEDICINE AND INSURANCE BILLING

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

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

POS - MUST BE 02 IN BOX 24B "The location where health services and health related services are provided or received, through a telecommunication system".

MODIFIER -95 (Synchronous Telehealth Service Rendered Via a Real-Time Interactive Audio and Video Telecommunications System)

INSURANCE COMPANY	CAN WE SUBMIT E&M CODES WITH 95 AND/OR GT MODIFIER? - CODES 99211, 99212, 99213	CAN WE BILL TELEHEALTH CPT CODES WITHOUT USING A DESIGNATED VENDOR? CODES 99421, 99422, 99423, 99441, 99442, 99443	NOTES	REFERENCE
UNITED HEALTH CARE	YES	YES - DESIGNATED VENDOR NOT REQUIRED	SOAP NOTES MUST BE SENT WITH CLAIMS. INFORMATION PROVIDED APPLIES TO ALL UHC PLANS. APPLIES TO IN OR OUT OF NETWORK PROVIDERS	https://www.uhcprovider.com/content/dam/provider/docs/public/policies/comm-reimbursement/COMM-Telehealth-and-Telemedicine-Policy.pdf
AETNA	95 CAN BE USED - GT CAN NOT BE USED	YES - DESIGNATED VENDOR NOT REQUIRED	SOAP NOTES MUST BE SENT WITH CLAIMS. FOR 90 DAYS STARTING ON 03.06.2020 TELEMEDICINE WILL BE COVERED AT 100% NO COPAY NO COINSURANCE NO DEDUCTIBLE. APPLIES TO IN OR OUT OF NETWORK PROVIDERS. PATIENT MUST HAVE TELEHEALTH BENEFITS.	
CIGNA	NO- MUST USE TELEHEALTH CPT CODES EFFECTIVE 3.23.2020	YES - DESIGNATED VENDOR NOT REQUIRED	ADDITIONAL DOCUMENTATION IS NOT REQUIRED	
OPTUM VACCN	YES	-	CAN BE BILLED AS A REGULAR OFFICE VISIT IF IT IS AUTHORIZED	
TRIWEST	PROVIDERS ARE ABLE TO USE THEIR AUTHORIZED CPT CODES WITH MODIFIERS BUT THE PROVIDER MUST BE "VETTED" WITH TRIWEST. PROCESS IS DONE OVER THE PHONE WITH NO ESTIMATED APPROVAL TIME.		ONLY ALLOWS VIDEO. PHONE CONSULTATION IS NOT APPROVED.	
NYSHIP	FOLLOWING UHC GUIDELINES	FOLLOWING UHC GUIDELINES	FOLLOWING UHC GUIDELINES	
ANTHEM OF CA	YES	YES - DESIGNATED VENDOR NOT REQUIRED	ADDITIONAL DOCUMENTATION IS NOT REQUIRED	
BLUE SHIELD OF CA	NO	NO	MUST BE REGISTERED WITH A VENDOR TO BILL TELEHEALTH. ADVENTIS HEALTH FOR TELEHEALTH 866.832.8218	
EMPIRE BCBS	YES	YES - DESIGNATED VENDOR NOT REQUIRED		
FL BLUE	NO	NO	FL BLUE IS NOT ALLOWING ACUPUNCTURE FOR TELEHEALTH BENEFITS. REP STATED ALL INFORMATION IS AVAILABLE ONLINE AND WOULD NOT ANSWER QUESTIONS.	https://www.floridablue.com/virtual-health