

UPDATED 10/30/2020

## Televisit Payor Emergency Guidelines

Payor	Type	Codes	Pt's	POS	Modifier	Effective	Through	Link
<b>TEXAS DEPT OF INSURANCE TELEMEDICINE EMERGENCY RULE:</b>								
<p><b>Click on URL links below:</b></p> <p style="text-align: center;"> <a href="https://gov.texas.gov/news/post/governor-abbott-waives-certain-regulations-for-telemedicine-care-in-texas">https://gov.texas.gov/news/post/governor-abbott-waives-certain-regulations-for-telemedicine-care-in-texas</a>  <a href="https://www.tdi.texas.gov/rules/2020/documents/20206287.pdf">https://www.tdi.texas.gov/rules/2020/documents/20206287.pdf</a>  <a href="https://www.tdi.texas.gov/news/2020/telemedicine-emergency-rule.html">https://www.tdi.texas.gov/news/2020/telemedicine-emergency-rule.html</a> </p> <p style="text-align: center;"><b>What health insurers must comply with this rule?</b></p> <p style="text-align: center;">The emergency rule applies to fully funded health plans regulated by the state. That includes plans purchased through Healthcare.gov.</p> <p style="text-align: center;">It doesn't apply to self-funded employer-sponsored health plans. However, the state hopes those plans also will support the expanded use of telemedicine. The federal government also has issued information expanding access to telemedicine for Medicare services.</p>								

<b>Medicare</b>	Telephone Only	99441-99443 CHANGED 4/30 TO RETRO BACK TO 3/1/2020 TO BE ABLE TO USE 99211-99205	New or Established	11	NONE		End of PHE	<a href="https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet">https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet</a>
	Virtual Visit	G2012	New or Established	11	None		End of PHE	<a href="https://www.youtube.com/watch?v=bdb9NKtybzo&amp;feature=youtu.be">https://www.youtube.com/watch?v=bdb9NKtybzo&amp;feature=youtu.be</a>
	Two Way Audio Video	99211-99245	New or Established	11	95		End of PHE	<a href="https://www.youtube.com/watch?v=bdb9NKtybzo&amp;feature=youtu.be&amp;fbclid=IwAR0DRYBdJ7kpWZh31k-rH_GgSUSBCAQdhZXncOicDgiNIC0X0KZENCi31zl">https://www.youtube.com/watch?v=bdb9NKtybzo&amp;feature=youtu.be&amp;fbclid=IwAR0DRYBdJ7kpWZh31k-rH_GgSUSBCAQdhZXncOicDgiNIC0X0KZENCi31zl</a>
	<p><b>HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA):</b> Effective immediately, the HHS Office for Civil Rights (OCR) will exercise enforcement discretion and waive penalties for HIPAA violations against health care providers that serve patients in good faith through everyday communications technologies, such as FaceTime or Skype, during the COVID-19 nationwide public health emergency.</p>							
<b>COST SHARING</b>	<i>Medicare will waive deduc and co-ins if it is Covid related only. The Medicare coinsurance and deductible would generally apply to these services. However, the HHS Office of Inspector General (OIG) is providing flexibility for healthcare providers to reduce or waive cost-sharing for telehealth visits paid by federal healthcare programs.</i>							

<b>Humana</b>	Two Way Audio and Video if possible	99211-99245	New & Established	11	95		12/31/2020	<a href="https://www.humana.com/provider/coronavirus/telemedicine">https://www.humana.com/provider/coronavirus/telemedicine</a>	
	Telephone only	99211-99245	New & Established	11	95		12/31/2020		
	Humana understands that not all telehealth visits will involve the use of both video and audio interactions.								
	For providers or members who don't have access to secure video systems, we will temporarily accept telephone (audio-only) visits. These visits can be submitted and reimbursed as telehealth visits								
	Please do not collect traditional member responsibility for these services from any Humana member, as it will result in avoidable refund transactions and may inhibit members from seeking needed care								
<p>During the COVID-19 public health emergency, the new waiver in Section 1135(b), opens in new window of the Social Security Act (found on the CMS Telemedicine Fact Sheet) authorizes use of telephones that have audio and video capabilities to provide Medicare telehealth services.</p>									
<b>COST SHARING</b>	Please do not collect traditional member responsibility for these services from any Humana member, as it will result in avoidable refund transactions								

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TRICARE EAST	Two Way Audio & Video	99211-99245	New & Established	02	GT		<b>NO END DATE, WHEN EMERGENCY IS OVER PER REP</b>	<a href="https://www.humanamilitary.com/provider/education-and-resources/quick-access/policy-updates-and-alerts/COVID-19-telemedicine-031320">https://www.humanamilitary.com/provider/education-and-resources/quick-access/policy-updates-and-alerts/COVID-19-telemedicine-031320</a>
	Tricare allows telehealth visits only through secure hipaa compliant applications, referral and auth requirements are the same, for a two way video or audio that is synchronous (real time)							
	Telephone calls are excluded at this time. See Tricare Policy Manual Chapter 7, Section 22.1. Paragraph 3.3. Please refer to the provider to TRICARE.mil.							
	TRICARE covers the use of interactive audio/video technology services, and are subject to the same referral and authorization requirements and include, but are not limited to: clinical consultations, office visits and telemental health.							
	Telephone only	99211-99245	New & Established	02	GQ			<a href="https://www.tricare.mil/CoveredServices/BenefitUpdates/Archives/05_18_2020_TRICARE_Revises_Telehealth_Policy_to_Respond_to_COVID_19">https://www.tricare.mil/CoveredServices/BenefitUpdates/Archives/05_18_2020_TRICARE_Revises_Telehealth_Policy_to_Respond_to_COVID_19</a>
Video conferencing platforms used for telemedicine services must have the appropriate verification, confidentiality and security parameters necessary to meet the requirements of the Health Insurance Portability and Accountability Act (HIPAA).								
COST SHARING	No guidelines found							
UNITED HEALTHCARE Commercial, MAP, Medicaid	Telephone only or Two Way Audio and Video	99211-99245	New & Established	11	95		<b>12/30/2020 for Commercial Plans; 12/30/20 for MAP Plans</b>	<a href="https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services/covid19-telehealth-services-telehealth.html">https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services/covid19-telehealth-services-telehealth.html</a>
								<a href="https://www.uhcprovider.com/content/provider/en/viewer.html?file=%2Fcontent%2Fdam%2Fprovider%2Fdocs%2Fpublic%2Fresources%2Fnews%2F2020%2FTelehealth-Patient-Scenarios.pdf">https://www.uhcprovider.com/content/provider/en/viewer.html?file=%2Fcontent%2Fdam%2Fprovider%2Fdocs%2Fpublic%2Fresources%2Fnews%2F2020%2FTelehealth-Patient-Scenarios.pdf</a>
For all UnitedHealthcare Individual and Group Market health plans, any originating site or audio-video requirements that may apply under UnitedHealthcare reimbursement policies are waived, so that telehealth services provided via a real-time audio-video or audio-only communication system can be billed for members at home or another location. UnitedHealthcare will reimburse telehealth services that are: 1. Recognized by CMS and appended with modifiers GT or GQ 2. Recognized by the American Medical Association (AMA) included in Appendix P of CPT and appended with modifier 95								
COST SHARING	Cost sharing will be waived for in-network telehealth services for COVID-19- and non-COVID-19 related visits thru 9/30/2020							
	IMPORTANT CHG ON 10/30/2020	99441-99443	TELEPHONE ONLY	11	95	10/30/2020	12/30/2020	<a href="https://static.cigna.com/spa/chcp/assets/Cigna-COVID-19-Billing-Guidance-for-Providers-3-18.pdf">https://static.cigna.com/spa/chcp/assets/Cigna-COVID-19-Billing-Guidance-for-Providers-3-18.pdf</a>

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Cigna	Services can be performed by phone, video or both	99211-99245	New & Established	11	95		12/30/2020	<a href="https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html">https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html</a>	
	<b>COST SHARING</b> <b>CIGNA COMMERCIAL</b> No cost share discount for non COVID-19 related visits. Collect as normally do. <u>Cigna has extended many Medicare Advantage</u> benefits through December 31, 2020. Some of those benefits include: •Waiving all cost-sharing for in-network medical or behavioral telehealth visits •Waiving cost-sharing for office visits to in-network primary care physicians, specialists and behavioral practitioners •Extending the deadline on receiving the 360 Exam •Waived copays and cost shares for COVID-19 related tests and treatments								
Aetna	Virtual Visit, 10 mins, Telephone	G2012		11	none		12/31/2020	<a href="https://apps.availity.com/web/core/vault/vault/v1/files/329032/Kad1BQ9kR/f00e5470-2fd2-4232-9b3a-471afb4a2107?spaceId=73162546201441548441629200000321">https://apps.availity.com/web/core/vault/vault/v1/files/329032/Kad1BQ9kR/f00e5470-2fd2-4232-9b3a-471afb4a2107?spaceId=73162546201441548441629200000321</a>	
	Telephone Only	99441-99443	pays same as 99211-99214	11	GQ		12/31/2020	<a href="https://www.aetna.com/health-care-professionals/covid-faq/telemedicine.html">https://www.aetna.com/health-care-professionals/covid-faq/telemedicine.html</a>	
	Two Way Audio & Video	99211-99245		11	95		12/31/2020		
	MEDICARE ADV PLANS	Follow Medicare Guideline					12/31/2020		
	<b>For general medicine and behavioral health visits – a synchronous audiovisual connection is still required. We don't pay for asynchronous telemedicine services.</b>								<a href="https://apps.availity.com/web/core/vault/vault/v1/files/329032/Kad1BQ9kR/f00e5470-2fd2-4232-9b3a-471afb4a2107?spaceId=73162546201441548441629200000321">https://apps.availity.com/web/core/vault/vault/v1/files/329032/Kad1BQ9kR/f00e5470-2fd2-4232-9b3a-471afb4a2107?spaceId=73162546201441548441629200000321</a>
	Members can use Teladoc or their provider may be able to offer them services over the phone or through a telemedicine platform where you have a real-time visual connection.								<a href="https://apps.availity.com/web/core/vault/vault/v1/files/329032/Kad1BQ9kR/f00e5470-2fd2-4232-9b3a-471afb4a2107?spaceId=73162546201441548441629200000321">https://apps.availity.com/web/core/vault/vault/v1/files/329032/Kad1BQ9kR/f00e5470-2fd2-4232-9b3a-471afb4a2107?spaceId=73162546201441548441629200000321</a>
<b>COST SHARING</b>	<b>Waved thru 12/31/2020 for Commerical and Map plans</b>								

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BCBS	Telephone only or Two Way Audio and Video	99211-99245		11	95	3/17/2020	Commerical 12/31/20 and MAP 12/31/20	<a href="https://www.bcbstx.com/provider/pdf/tx_using_telemed_telehealth_covid19.pdf">https://www.bcbstx.com/provider/pdf/tx_using_telemed_telehealth_covid19.pdf</a>
COST SHARING	Commercial plans 12/31/20, MAP plans 12/31/20							
WELLMED				11	95	WELLMED COMMERCIAL PLANS ARE THIRD PARTY THUS:		
	WellmedMAP Plans follow Medicare Guidelines					UHC PLANS WILL FOLLOW UHC GUIDELINES		
						CIGNA PLANS WILL FOLLOW CIGNA GUIDELINES		
						HUMANA PLANS WILL FOLLOW HUMANA GUIDELINES		
OSCAR	Check back of card if shows TDI use telehealth codes 99211-99245 for telephone only			11	GQ		NO END DATE, WHEN EMERGENCY IS OVER PER REP	
	Two Way Video and Audio	99211-99245			QT			
AMBETTER	Two Way Video and Audio	99211-99245		11	95		NO END DATE, WHEN EMERGENCY IS OVER PER REP	