



ATTN: ALL PROVIDERS

Telehealth Updates – PHE Extended & POS Updates

**PUBLIC HEALTH EMERGENCY
EXTENDED**

On April 14, 2022, the Secretary of Health and Human Services renewed the National COVID-19 PHE:

PHE Effective: April 16, 2022 – July 14, 2022
(Extensions usually come on the expiration date, check PHE link below for updates.)

Telehealth was expanded during the COVID-19 Public Health Emergency (PHE) which began in early 2020 as many carriers relaxed their requirements allowing providers and patients to benefit from Telehealth services.

CMS has indicated that when they end the PHE, they will provide a 60-day notice of the PHE end date to allow providers time to make the necessary updates to billing.

Louisiana, however, elected to NOT extend the PHE which expired for the LA on March 16, 2022 per an [announcement](#) at the opening of the Louisiana's 2022 Regular Legislative session by Governor John Bel Edwards: "On March 11, 2020 I signed a public health emergency for COVID-19. And while it changed to reflect the ebb and flow of the pandemic, it has remained in effect ever since. This Wednesday (March 16, 2022), *the order expires*, and after 24 months, I will not be renewing it".



Throughout this PHE, MEDDATA has endeavored to maintain the [MDS Telehealth/Telemedicine CPT List Grid](#) with detailed information on carrier telehealth policies to assist providers and office staff. The grid is fully updated through May 2nd with 2022 guidelines.

Because insurance carrier guidelines are constantly changing as the national PHE continues, providers and staff are encouraged to continually review the 'TELE EXTENDED' tab of the [MDS Telehealth/Telemedicine CPT List Grid](#). MEDDATA staff does our best to triage and interpret carrier specific information on the continued use of Telehealth as received via updated fax blasts, mail outs, emails, etc. Due to the rapidly changing laws and rules placed on health plans and healthcare professionals during the COVID-19 PHE, the information contained within the [MDS Telehealth/Telemedicine CPT List Grid](#) can become obsolete or incorrect at any time.

Practices are encouraged to review the carrier resources for current updates.

REMINDERS FOR BILLING TELEHEALTH DURING THE PHE:

- Carriers allowing **AUDIO ONLY** telehealth for minor services or when audio with video is not available.
 - Aetna, Blue Cross LA, Humana, LA Medicaid and LA Medicaid MCOs, United Healthcare, Vantage
i.e., ok to bill E&M with modifier 95 (ex. 99213-95)
- Carriers requiring **AUDIO WITH VIDEO** to provide telehealth (unless using the "phone only" codes (predominately 99441-99443 (not covered by LA Medicaid)), highlighted orange on the [MDS Telehealth/Telemedicine CPT List Grid](#)).
 - Cigna, Medicare, Medicare Advantage Plans, MS Medicaid and MS Medicaid MCOs, Tricare, Triwest
- Modifier 95 should be affixed to **all charges** billed via telehealth.



- Place of Service (POS) during the PHE should be the same POS that would typically be billed if the visit was delivered face to face; **unless carrier policy requires a different POS.** (see next page for POS updates)
 - Carriers **requiring** POS:10 → Blue Cross Commercial ([see News Blast](#))
 - Carriers **requiring** POS:02 → LA Medicaid and LA Medicaid MCOs, Tricare (Humana Military)
- NEW →**
 - Carriers **requiring** per POS description POS:02 or 10 → United Healthcare
 - Carriers **requesting, not required** POS:02 → Aetna, Tricare
 - Carriers **allowing** per POS description POS:02 or 10 → Humana

PLACE OF SERVICE UPDATES:

CMS updated the Place of Service (POS) Codes for Professional Claims Database in September 2021 to revise the description of POS: 02 and create a new POS: 10 for telehealth services. CMS Medicare Administrative Contractors (MAC, i.e., Novitas) instruct providers to **continue to use the POS that would typically be billed if the visit was delivered face to face** as listed in the Medicare billing instructions for Telehealth claims in [Pub. 100-04, Medicare Claims Processing Manual, Chapter 12, Section 190.](#)

POS: 02 Telehealth Provided Other than in Patient's Home

The location where health services and health related services are provided or received, through telecommunication technology.

Patient is **NOT LOCATED IN THEIR HOME** when receiving health services or health related services through telecommunication technology.

(Description change effective January 1, 2022 to state 'not located in their home'.)

*Per Novitas (LA MAC) POS website (not added to CMS POS website) and Novitas audio presentations (2022):
Until the PHE is ended, continue to report the POS had that service been furnished in person.*

POS: 10 Telehealth Provided in Patient's Home

The location where health services and health related services are provided or received, through telecommunication technology.

Patient **IS LOCATED IN THEIR HOME** (which is a location other than a hospital or other facility where the patient receives care in a private residence) when receiving health services or health related services through telecommunication technology.

*Per Novitas (LA MAC) POS website (not added to CMS POS website) and Novitas audio presentations (2022):
POS 10 is not valid for Medicare and should only be used for other payers who may need the specificity afforded by the entire POS code set.*

RESOURCES:

Public Health Emergency Declarations:

<https://www.phe.gov/emergency/news/healthactions/phe/Pages/default.aspx>

Place of Service Code Set:

https://www.cms.gov/Medicare/Coding/place-of-service-codes/Place_of_Service_Code_Set

<https://www.novitas-solutions.com/webcenter/portal/MedicareJH/pagebyid?contentId=00105357>

MLN Matters Number: MM12427, New/Modifications to the Place of Service (POS) Codes for Telehealth:

<https://www.cms.gov/files/document/mm12427-newmodifications-place-service-pos-codes-telehealth.pdf>

MEDDATA News Blasts: <https://www.medtronsoftware.com/>

For assistance or questions, contact MEDDATA/MEDTRON:

From MEDPDM or MEDEHR sign-on screens double click on helpdesk@medtronsoftware.com to compose an email to our Support Team.

You may also email helpdesk@medtronsoftware.com directly from your email server.

The email will auto-create a ticket in our Help Desk system and send you an automated reply with your ticket #.

If you need to provide further information/updates, reply to the email containing your assigned ticket # and specify any additional information.

If a call is required after a ticket # is assigned, **please be prepared to provide your ticket number** to our Operators to ensure effective and proper routing of your call.