

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-</u> <u>In</u> 98016	<u>Coverage & Place of Service (POS) Notes</u>
Aetna Commercial	✓		✗ Report E/M			POS 10 or POS 02 <u>with</u> modifier 95
Aetna Medicare	✓		✗ Report E/M			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	✓	✗	✓	✓	✗	<u>POS 02 ONLY</u> with modifier 93, 95, GQ or GT
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 <u>extended until September 30, 2025</u> CMS does NOT cover 2025 Telemedicine Codes – Report appropriate E/M equivalent through September 30, 2025
Humana Medicare	✓	✓	✗ Report E/M	✗ Report E/M with mod. 93		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	✓					<u>AUTHORIZATION IS REQUIRED</u> 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