

Telehealth for medical, behavioral and therapy health care professionals

UnitedHealthcare Community Plan of Tennessee

The health of our members and supporting those who deliver care are our top priorities. The state of Tennessee and UnitedHealthcare are supporting your use of telehealth to best serve your patients. Here are current telehealth regulations and policies for UnitedHealthcare Community Plan members.

Tennessee legislation

Effective with Tennessee legislation passed **Aug. 12, 2020**, a telehealth visit is covered when:

- The member has been seen in person by the health care professional at least once in the 16 months before the telehealth visit
- Delivered by any medical and behavioral health care professional — with 2 exclusions:
 - Pain management clinics
 - Chronic nonmalignant pain treatment services
- Using remote patient monitoring covered by Medicare

Effective with Tennessee legislation passed **April 8, 2021**, HIPAA-compliant, audio-only communication is considered a telehealth visit and is reimbursable according to the member's benefit plan.

UnitedHealthcare guidelines

Effective **July 1, 2021**, we extended some telehealth guidelines put in place by TennCare during the COVID-19 national public health emergency. TennCare's temporary flexibilities ended June 30, 2021. We've extended the following guidelines indefinitely for TennCare and CoverKids members.

Billing

- Use the typical place of service (POS), such as POS 11 – office with telehealth modifier 95 or GT, GQ, or G0 or use POS 02 telehealth to report telehealth delivery on claims
- Bill outpatient office evaluation and management codes as telehealth for audio-only (e.g., telephone) services

Behavioral health and medication-assisted treatment (MAT) services

- For telephonic individual behavioral health services, use codes 90791, 90792, 90832, 90834 and 90837 with POS 02
- For MAT services, use the existing codes and bill with POS 02

Skilled therapy services

- Any therapy services rendered using telehealth must be clinically appropriate, documented in the patient's medical record and billed with correct coding.
- Provided by licensed physical therapists, occupational therapists and speech-language pathologists
- Services must take place in real time, and the patient and health care professional are connected using an interactive audio and video telecommunications system
- Include all relevant online communications about the member's medical care and follow-up in their medical record
- When billing for telehealth, applicable service codes, diagnostic codes, modifiers and units should be reported with POS 02 to indicate a telehealth service or with the appropriate POS and telehealth modifier 95
 - School-based therapy services that are provided using telehealth should be billed with POS 03 and telehealth modifier 95.

Excluded from telehealth:

- Any treatment that requires specialized hands-on care or specialized equipment
- Athletic trainings (97169–97172), modalities (97010–97039) and group therapies

- A member currently receiving group therapy should be considered for individual therapy using telehealth

Covered telehealth therapy services

Category	CPT® code	Description
Physical Therapy	97161	Physical therapy evaluation – low complexity
Physical Therapy	97162	Physical therapy evaluation – moderate complexity
Physical Therapy	97163	Physical therapy evaluation – high complexity
Physical Therapy	97164	Physical therapy re-evaluation
Physical Therapy	97110	Therapeutic procedure, 1 or more areas, each 15 minutes
Physical Therapy	97116	Gait training
Physical Therapy	97530	Therapeutic activities, 1-to-1 patient contact, each 15 minutes
Physical Therapy	97112	Therapeutic procedure, 1 or more areas, each 15 minutes
Physical Therapy	97535	Self-care/home management training, each 15 minutes
Occupational Therapy	97165	Occupational therapy evaluation – low complexity
Occupational Therapy	97166	Occupational therapy evaluation – moderate complexity
Occupational Therapy	97167	Occupational therapy evaluation – high complexity
Occupational Therapy	97168	Occupational therapy re-evaluation
Occupational Therapy	97110	Therapeutic procedure, 1 or more areas, each 15 minutes
Occupational Therapy	97530	Therapeutic activities, 1-to-1 patient contact, each 15 minutes
Occupational Therapy	97112	Therapeutic procedure, 1 or more areas, each 15 minutes
Occupational Therapy	97535	Self-care/home management training, each 15 minutes
Speech Therapy	92507	Treatment of speech, language, voice, communication and/or auditory processing disorder
Speech Therapy	92521	Evaluation of speech fluency
Speech Therapy	92522	Evaluation of speech sound production
Speech Therapy	92523	Evaluation of speech sound production
Speech Therapy	92526	Treatment of swallowing dysfunction and/or oral function for feeding
Speech Therapy	96105	Assessment of Aphasia and Cognitive Performance Testing
Speech Therapy	97129	Therapeutic interventions that focus on cognitive function
Speech Therapy	97130	Each additional 15 minutes (use in conjunction with 97129)

We're here to help

If you have questions, please contact your Network Account Manager or Provider Advocate.