DISCLAIMER: Children’s of Alabama does not accept responsibility or liability for any adverse outcome from the advice of Lynn A. Brown, CPC, for any reason, including inaccuracy, opinion and analysis that might prove erroneous, or the misunderstanding or misapplication of extremely complex topics. Any statement made by Lynn A. Brown, CPC, does not imply payment guarantee by any payor discussed.

REFER TO EACH PAYOR FOR SPECIFIC DETAILS.
Coding and Documentation for Providers During COVID-19 PHE
Consolidated/Revised - Date 03/27/2020 – Compiled by Lynn A Brown, CPC from payor websites
Information from payors is updated often – Confirm with payor for specific policy details

VIVA HEALTH

TELEHEALTH VISITS – effective 03/13/2020 – 04/12/2020

- Established Patients up to Level 3
- Telehealth visits allowed without a copayment

UNITED HEALTHCARE – effective through 06/18/20

- Established Patients
- Virtual Check-in for Telephone Calls and/or Remote image upload (such as photos) allowed
- The patient must verbally consent to receive virtual check-in services.
- Patient Portal allowed
- Real-time audio and video communication allowed, originating site waived (patient can be home)
- Document time in the progress note for all visit types

CIGNA – starting dates of service 03/02/20

- Established Patients
- Phone calls allowed (virtual visit with or without video)
- Real-time virtual visits allowed - Usual face-to-face E/M code
- If patient seen in office, no copay for COVID-19 related diagnosis, Z03.818 or Z20.828

TRICARE EAST (Humanamilitary.com)

- Interactive audio-visual allowed

AETNA – Effective until 06/04/20

- Waive member cost sharing for a covered telemedicine visit regardless of diagnosis
- Established Patients unless waived
- Patient Portal allowed
- Telephone call allowed

HEALTH PARTNERS

- Telephone calls allowed
- Audio-visual allowed
  - In accordance with actions taken by CMS, HealthPartners will allow non-HIPAA compliant audio-visual applications, such as Facetime and Skype, to be used for telehealth services.
- Patient portal/e-visits allowed
- New and established patients
- Patient and practitioner can be at home

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REFER TO EACH PAYOR FOR SPECIFIC DETAILS.
Telehealth 99201-99203 New Patient, allowed for Telephone Calls by BCBS/Medicaid/VIVA until 4/16/20
BC/MCD/VIVA 99211-99213 Established Patient, allowed for Telephone Calls by BCBS/Medicaid/VIVA until 4/16/20

Online Digital Evaluation and Management Services - 99421, 99422, 99423
Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; (pt initiated)
99421 5–10 minutes
99422 11–20 minutes
99423 21 or more minutes

Non-Face-to-Face Telephone Services - 99441–99443
Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment;
99441 5-10 minutes of medical discussion
99442 11-20 minutes of medical discussion
99443 21-30 minutes of medical discussion

Virtual Check-In
G2012 - Brief communication technology-based service, e.g. virtual check-in, by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion
• Telephone call or any telecommunication method [United Healthcare & CIGNA]

G2010 - Remote evaluation of recorded video and/or images submitted by an established patient (e.g., store and forward), including interpretation with follow-up with the patient within 24 Business hours, not originating from a related E/M service provided within the previous 7 Days nor leading to an E/M service or procedure within the next 24 hours or soonest Available appointment
• Telephone call with upload of photos or recorded video [United Healthcare]

99241 Consultation, level 1, allowed for Telephone Calls for two-way, interactive video [CIGNA]

MODIFIERS
CPT Modifier
• 95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunications system

HCPCS Modifiers
• GQ – Via asynchronous telecommunications system
• GT – Via interactive audio and video telecommunication systems

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