



Important Update: Telephonic Appointments can now be Reimbursed Using CPT Code 99442

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We would like to share this important update with you.

We understand that our provider partners may be receiving an increased number of phone calls and requests for telephonic appointments, as a result of the growing concerns related to Coronavirus Disease 2019 (COVID-19).

Effective Monday, March 16, 2020, through Tuesday, June 30, 2020, the Alliance will cover telephonic appointments for all eligible Alliance members. We are doing this in an effort to help ensure that our members have access to high quality timely health care services, and to support our provider partners' in delivering this care.

How do I bill for a telephonic appointment?

Alliance contracted providers can bill the Alliance directly using CPT code 99442 with place of service code "11". This is equivalent to a professional visit in an office setting. No modifier is required for this code.

What is the reimbursement rate?

The Alliance will reimburse at a standard rate of \$30 per telephonic visit.

Is CPT Code 99442 a billable Medi-Cal or Medicare code?

No, Medi-Cal and Medicare do not reimburse for telephonic appointments. The Alliance is reimbursing CPT code 99442 to support our members and our provider network. **Please note: Since 99442 is not covered by Medicare, Alliance contracted providers will need to bill the Alliance directly for dual eligible members.**

Who is covered?

All eligible Alliance members, regardless of medical group or network, can receive telephonic appointments. Alliance contracted providers are responsible for verifying member eligibility on the date of service.

How long will CPT Code 99442 be reimbursable?

Alliance contracted providers can bill for this code starting on Monday, March 16, 2020 through Tuesday, June 30, 2020. The Alliance will continue to monitor and assess the need for any changes in reimbursement for telephonic appointments.

Thank you for your continued partnership and for providing high quality care to our members and community. Together, we are creating a healthier community for all.

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org