

**From:** [Sena-Bulatao, Tesa](#) on behalf of [Lennes, Inga](#)  
**To:** [Lennes, Inga](#)  
**Subject:** Please review: Important Telehealth Updates  
**Date:** Wednesday, January 15, 2025 9:01:08 AM  
**Attachments:** [image002.png](#)

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***Sent on behalf of Inga Lennes, MD***

Dear UCSF Ambulatory Physicians, APPs, and Staff,

Please see the message below from the Virtual Care/Telehealth team.

### **Medicare Telehealth Services Extended Through March 31, 2025**

Congress has extended Medicare Fee-for-Service telehealth coverage until March 31, 2025. Patients can continue receiving telehealth care, including audio-video services. Future legislation may extend this coverage for 2–5 years.

1. Medicare Advantage: Coverage aligns with Medicare and is continued.
2. Medi-Cal and Managed Plans: Coverage remains per state law, regardless of federal changes.
3. Commercial Insurance (California): Must cover telehealth services reimbursable for in-clinic care.

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### **Audio-Only Telehealth Services Through March 31, 2025**

Providers may deliver audio-only care if:

1. The patient is at home (not a facility).
2. The provider has live video capability, but the patient cannot or does not wish to use it.

#### **Key Notes:**

1. Use .TELEMEDTELEPHONE smartphrase to document requirements.
2. Though AMA deleted CPT codes 99441–99443, continue using them temporarily. These will crosswalk to 99211–99213 (with modifier 93) until provider training is implemented.
3. Behavioral health providers may use audio-only and audio-video indefinitely under federal law.

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### **AMA Telehealth Visit Codes**

New telehealth codes (98000–98016) are not adopted by Medicare or Medi-Cal. Providers should continue using E/M codes 99202–99215. However, code 98016 replaces HCPCS G2012 for virtual check-ins.

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### **Facility-Based Providers Exclusion**

As of December 31, 2024, Medicare no longer reimburses telehealth services provided by PTs, OTs, RTs, SLPs, and RDs in facility settings. Although coverage for providers in private practice was extended, eligibility was not renewed at facilities such as UCSF.

Please do not hesitate to contact the Virtual Care/Telehealth team at [telehealth@ucsf.edu](mailto:telehealth@ucsf.edu) if you have any questions. They will triage any question promptly.

Thank you,

***Inga T. Lennes, MD***

President, Faculty Practice Organization & SVP, Ambulatory Services, UCSF Health