

Provider Notification #03.06.2022

Dear TakeCare Provider

Subject: Telemedicine Services Coverage for Federal & Commercial TakeCare Plans

As you are aware, Guam is currently experiencing a proportionate response from patients requesting telemedicine services. Thank you for responding to our Members requests to support telephone and/or video consultations by virtue of Apple FaceTime, Skype, Facebook Messenger video chat, Google video and/or Skype.

To be reimbursed for telemedicine services, you will be asked to submit the following:

- Prior to submitting telemedicine claims to TakeCare, please provide a copy of your Business Associate Agreement (BAA) to affirm the telemedicine platform you're using is HIPAA compliant
- With each claim submitted to TakeCare, please include telephone or video log showing duration of the encounter and Medical Records, otherwise the claim may be denied

Telemedicine Evaluation and Management CPT Codes have the following modifiers and reimbursed based on the rates of the Medicare Physician Fee Schedule ("MPFS") or Physician's Fee Reference ("PFR"), as cited in your contract.

TELEMEDICINE ENCOUNTER

CPT code 99441	Telemedicine E/M service; 5-10 minutes of medical discussion to an established patient
CPT code 99442	Telemedicine E/M service; 11-20 minutes of medical discussion to an established patient
CPT code 99443	Telemedicine E/M service; 21-30 minutes of medical discussion to an established patient
Modifier 95 or GT	Synchronous telemedicine services rendered via real-time interactive audio and video telecommunications systems.
Modifier GQ	Store and Forward Telemedicine Encounter
Place of Service (POS): 02	The location where health services and health-related services are provided or received through a telecommunication system.

HCPCS code G2012	Virtual check-in from telephone or mobile device
HCPCS code G2010	Virtual check-in from captured image or video

As long as the Public Health Emergency (PHE) remains in effect, as determined by the U.S. Secretary of Health & Human Services (HHS), member cost shares such as co-pays, coinsurance, deductibles associated with telemedicine services are waived only when such services are related to COVID-19 testing and the corresponding visit/consultation. Otherwise, the member cost-share applies based on the member's benefit covering telemedicine.

Currently, the PHE is scheduled to expire on July 15, 2022. As part of the last extension, the Secretary of HHS has made a commitment to advise states with 60 days advance notification of the pending termination to give time to transition. We are close to that date, we expect an update soon and will update you accordingly.