

**Anthem BC/BS**

<b>Procedure</b>	<b>Code</b>	<b>Modifier</b>	<b>Place of Service</b>
E/M Telehealth (new patient)	99201 (10 min) 99202 (20 min) 99203 (30 min) 99204 (45 min) 99205 (60 min)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GT - Via interactive audio and video telecommunications system	POS 02 - to indicate when telehealth services have been rendered for professional claims.
E/M Telehealth (established patient)	99212 (10 min) 99213 (15 min) 99214 (25 min) 99215 (40 min)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GT - Via interactive audio and video telecommunications system	POS 02 - to indicate when telehealth services have been rendered for professional claims.
E/M Telephone visit (new & established patient)	Use face-to-face E/M code (new or established patient)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system G0 - Telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke	POS 02 - to indicate when telehealth services have been rendered for professional claims.

Source: <https://providernews.anthem.com/new-hampshire/article/information-from-anthem-for-care-providers-about-covid-19-updated-march-19-2020-2>

**Cigna**

Procedure	Code	Modifier	Place of Service
<b>E/M Telehealth (new patient)</b>	99201 (10 min) 99202 (20 min) 99203 (30 min) 99204 (45 min) 99205 (60 min)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system	Billing a POS 02 may result in reduced payment or denied claims due to current Cigna system limitations. Billing a typical place of service (11) will ensure providers receive the same reimbursement as they typically get for a face-to-face visit.
<b>E/M Telehealth (established patient)</b>	99212 (10 min) 99213 (15 min) 99214 (25 min) 99215 (40 min)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system	Billing a POS 02 may result in reduced payment or denied claims due to current Cigna system limitations. Billing a typical place of service (11) will ensure providers receive the same reimbursement as they typically get for a face-to-face visit.
<b>Telephone visit (new &amp; established patient)</b>	99441 (5-10 min) 99442 (11-20 min) 99443 (21-30 min)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system	Billing a POS 02 may result in reduced payment or denied claims due to current Cigna system limitations. Billing a typical place of service (11) will ensure providers receive the same reimbursement as they typically get for a face-to-face visit.
<b>Virtual or face-to-face visit for screening for suspected or likely COVID-19 exposure</b>	Usual face-to-face E/M code (new or established patient)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system Usual face-to-face E/M code ICD10 code Z03.818 or Z20.828 Modifier CR on CMS1500 claims Condition code DR on UB04 claims	Billing a POS 02 may result in reduced payment or denied claims due to current Cigna system limitations. Billing a typical place of service (11) will ensure providers receive the same reimbursement as they typically get for a face-to-face visit.
<b>Virtual or face-to-face visit for treatment of a confirmed COVID-19 case</b>	Usual face-to-face E/M code (new or established patient)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system ICD10 code B97.29 or U07.1	Billing a POS 02 may result in reduced payment or denied claims due to current Cigna system limitations. Billing a typical place of service (11) will ensure providers receive the same reimbursement as they typically get for a face-to-face visit.

Should you have questions, need further information or have suggestions for other information to be included in this guide, please contact Mike Padmore at michael.padmore@nhms.org or 603-858-4744.

<b>COVID-19 laboratory testing</b>	U0001, U0002, and 87635	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system	Billing a POS 02 may result in reduced payment or denied claims due to current Cigna system limitations. Billing a typical place of service (11) will ensure providers receive the same reimbursement as they typically get for a face-to-face visit.
<b>Diagnostic COVID-19 related laboratory tests (other than COVID-19 test)</b>	Usual codes	ICD10 code Z03.818 or Z20.828 Modifier CR on CMS1500 claims Condition code DR on UB04 claims	Billing a POS 02 may result in reduced payment or denied claims due to current Cigna system limitations. Billing a typical place of service (11) will ensure providers receive the same reimbursement as they typically get for a face-to-face visit.
<b>Virtual screening telephone consult COVID-19 related and non COVID-19 related</b>	G2012 (5-10 minutes)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system	Billing a POS 02 may result in reduced payment or denied claims due to current Cigna system limitations. Billing a typical place of service (11) will ensure providers receive the same reimbursement as they typically get for a face-to-face visit.
<a href="https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html">Source: https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html</a>			

Harvard Pilgrim

Procedure	Code	Modifier	Place of Service
E/M Telehealth (new patient)	99201 (10 min) 99202 (20 min) 99203 (30 min) 99204 (45 min) 99205 (60 min)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system G0 - Telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke	POS 02 - to indicate when telehealth services have been rendered for professional claims.
E/M Telehealth (established patient)	99212 (10 min) 99213 (15 min) 99214 (25 min) 99215 (40 min)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system G0 - Telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke	POS 02 - to indicate when telehealth services have been rendered for professional claims.
Telephone visit (new & established patient)	99441 (5-10 min) 99442 (11-20 min) 99443 (21-30 min)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system G0 - Telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke	POS 02 - to indicate when telehealth services have been rendered for professional claims.
Follow-up inpatient consultation	G0406 (15 min) G0407 (25 min) G0408 (35 min)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system G0 - Telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke	POS 02 - to indicate when telehealth services have been rendered for professional claims.
Office Consultation	99241 - 99245	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system G0 - Telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke	

Should you have questions, need further information or have suggestions for other information to be included in this guide,

Inpatient Office Consultation	99251 - 99255	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system GO - Telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke	
Telehealth consultation, emergency department, or initial inpatient visit	G0425 (30 min) G0426 (50 min) G0427 (70 min)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system GO - Telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke	POS 02 - to indicate when telehealth services have been rendered for professional claims.
Telehealth consultation, critical care, or initial visit	G0508 (60 min)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system GO - Telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke	POS 02 - to indicate when telehealth services have been rendered for professional claims.
Telehealth consultation, critical care, or subsequent visit	G0509 (50 min)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system GO - Telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke	POS 02 - to indicate when telehealth services have been rendered for professional claims.
Qualified nonphysician health care professional online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days	98970 (5-10 min) 98971 (11-20 min) 98972 (21+ minutes)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system GO - Telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke	POS 02 - to indicate when telehealth services have been rendered for professional claims.
<a href="https://www.harvardpilgrim.org/portal/page?_pageid=253,1&amp;_dad=portal&amp;_schema=PORTAL">Source: https://www.harvardpilgrim.org/portal/page?_pageid=253,1&amp;_dad=portal&amp;_schema=PORTAL</a>			

Tufts

Procedure	Code	Modifier	Place of Service	Other Requirements
E/M Telehealth (new patient)	99201 (10 min) 99202 (20 min) 99203 (30 min) 99204 (45 min) 99205 (60 min)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system G0 - Telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke	POS 02 - to indicate when telehealth services have been rendered for professional claims. For facility claims, providers should submit Revenue Code 780 (Telemedicine, general)	A statement that the service was provided using telemedicine or telephone consult; The location of the patient; The location of the provider; The names of all persons participating in the telemedicine service or telephone consultation service and their role in the encounter.
E/M Telehealth (established patient)	99212 (10 min) 99213 (15 min) 99214 (25 min) 99215 (40 min)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system G0 - Telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke	POS 02 - to indicate when telehealth services have been rendered for professional claims. For facility claims, providers should submit Revenue Code 780 (Telemedicine, general)	A statement that the service was provided using telemedicine or telephone consult; The location of the patient; The location of the provider; The names of all persons participating in the telemedicine service or telephone consultation service and their role in the encounter.
Telephone visit (new & established patient)	99441 (5-10 min) 99442 (11-20 min) 99443 (21-30 min)	95 - Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system GQ - Via asynchronous telecommunications system GT - Via interactive audio and video telecommunications system G0 - Telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke	POS 02 - to indicate when telehealth services have been rendered for professional claims. For facility claims, providers should submit Revenue Code 780 (Telemedicine, general)	A statement that the service was provided using telemedicine or telephone consult; The location of the patient; The location of the provider; The names of all persons participating in the telemedicine service or telephone consultation service and their role in the encounter.

Source: <https://tuftshealthplan.com/covid-19/provider/coronavirus-updates-for-providers>