



Updated: 7/24/2020

The Children's Care Network (TCCN) COVID-19 Telehealth Payor Coding Grid

(Highlighted sections are the most recently updated)

***The national public health emergency period has been extended for 90 days, so the latest renewal will expire October 31, 2020 without an extension**

Payor	Service Type	Telehealth/Telemedicine HCPCS /CPT Code	Description
Aetna Effective date: 1/1/2020 - 12/31/2020	Remote Image	G2010 *Modifier: GT or 95 *Place of Service: 02	Remote evaluation of recorded video and/or images submitted by an established patient (e.g. store and forward).
	Virtual Check-In	G2012 *Modifier: GT or 95 *Place of Service: 02	Virtual screening telephone consult (5-10 minutes).
	Telephone	98966, 98967, 98968 *Modifier: GT or 95 *Place of Service: 02	Service provided by a qualified nonphysician health care professional to an established patient; 5-10; 11-20; or 21-30 minutes of medical discussion.
	Telephone	99441, 99442, 99443 *Modifier: GT or 95 *Place of Service: 02	Service by a physician or other qualified health care professional; 5-10; 11-20; or 20-30 minutes of medical discussion. *Telephone only codes (99441-99443, 98966-98968, G2010, G2012) do not equate to an office visit, they will not result in an office visit reimbursement rate.
Standard E/M telehealth codes	Realtime Audio/Video Visits	Standard E/M Codes *Modifier: GT or 95 *Place of Service: 02	<p>Aetna reimburses all providers for telemedicine at the same rate as in-person visits. What place of service code should be used for telemedicine services?</p> <p>Aetna will cover appropriate evaluation and management codes with a wellness diagnosis for those aspects of the visit done via telehealth. Preventative visit codes should be reserved for such time when routine in-office visits resume, and the remaining parts of the well visit can be completed. Both services will be fully reimbursed, and the patient will not incur a cost share.</p> <p>Aetna's liberalized coverage of Commercial telemedicine services, as described in its telemedicine policy, will now extend through December 31, 2020.</p>



Updated: 7/24/2020

The Children's Care Network (TCCN) COVID-19 Telehealth Payor Coding Grid

(Highlighted sections are the most recently updated)

***The national public health emergency period has been extended for 90 days, so the latest renewal will expire October 31, 2020 without an extension**

			<p>Cost share waivers for covered telemedicine services expired on June 4, 2020, except for Behavioral Health services, which will continue at no cost to members until September 30, 2020.</p> <p>Aetna will cover appropriate evaluation and management codes with a wellness diagnosis for those aspects of the visit done via telehealth. Preventative visit codes should be reserved for such time when routine in-office visits resume, and the remaining parts of the well visit can be completed. Both services will be fully reimbursed, and the patient will not incur a cost share.</p>
Effective date: 4/10/2020	Lab Code	87635	Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), amplified probe technique
Effective date: 4/10/2020	Lab Code	U0002	2019-nCoV Coronavirus, SARS-CoV-2/2019-nCoV (COVID-19), any technique, multiple types or subtypes (includes all targets), non-CDC should be used when specimens are sent to commercial laboratories, e.g. Quest or LabCorp, and not to the CDC or CDC-approved local/state health department laboratories.
Effective date: 4/10/2020	COVID-19 swab collection	Use code 99211	Office or other outpatient visit for the evaluation and management of an established patient, that may not require the presence of a physician or other qualified health care professional
Updated 5/18/2020	Lab Code	86328	Immunoassay for infectious agent antibody(ies), qualitative or semiquantitative, single step method (e.g., reagent strip); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]).
Updated 5/18/2020	Lab Code	86769	Covid -Antibody; severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]).
Pending CMS to release Medicare rate.	Lab Code	87426	Infectious agent antigen detection by immunoassay technique, (eg, enzyme immunoassay [EIA], enzyme-linked immunosorbent assay [ELISA], immunochemiluminometric assay [IMCA]) qualitative or semiquantitative, multiple-step



Updated: 7/24/2020

The Children's Care Network (TCCN) COVID-19 Telehealth Payor Coding Grid

(Highlighted sections are the most recently updated)

***The national public health emergency period has been extended for 90 days, so the latest renewal will expire October 31, 2020 without an extension**

			method; severe acute respiratory syndrome coronavirus (eg, SARS-CoV, SARS-CoV-2 [COVID-19])
Anthem (BCBS) Effective date: 3/6/2020 – 9-30-2020	Telephone Realtime Audio/Video Visits	99201-99215 Anthem also recognizes, but does not require Place of Service (POS) code "02" for reporting telehealth services *Modifier GT or 95	*Telephone calls: Anthem does not cover these services today (with limited state exceptions) but we are providing this coverage for 90 days effective March 19, 2020. *Cost share waivers for covered telemedicine services will be extended through 9/30/20. What services are appropriate to provide via telehealth? <ul style="list-style-type: none"> Anthem covers telehealth (i.e., video + audio) services for providers who have access to those platforms/capabilities today. Cost sharing will be waived for members using Anthem's telemedicine service, LiveHealth Online, as well as care received from other providers delivering virtual care through internet video + audio services. Self-insured plan sponsors may opt out of this program
	Lab Code	87635	Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), amplified probe technique
Pending CMS to release Medicare rate.	Lab Code	87426	Infectious agent antigen detection by immunoassay technique, (eg, enzyme immunoassay [EIA], enzyme-linked immunosorbent assay [ELISA], immunochemiluminometric assay [IMCA]) qualitative or semiquantitative, multiple-step method; severe acute respiratory syndrome coronavirus (eg, SARS-CoV, SARS-CoV-2 [COVID-19])



Updated: 7/24/2020

The Children's Care Network (TCCN) COVID-19 Telehealth Payor Coding Grid

(Highlighted sections are the most recently updated)

***The national public health emergency period has been extended for 90 days, so the latest renewal will expire October 31, 2020 without an extension**

Cigna Effective date: 3/2/2020 - 10/31/2020	Virtual Check-In	G2012 *POS normally billed	Virtual screening telephone consult (5-10 minutes). • Cost-share will be waived
	Realtime Audio/Video Visits	Usual face-to-face E/M code *Modifier CR on CMS1500 claims Append with GQ, GT or 95 modifier for virtual care	For suspected or likely COVID-19 exposure • Cost-share will be waived • ICD10 code Z03.818 or Z20.828
	Realtime Audio/Video Visits	Usual face-to-face E/M code Append with GQ, GT or 95 modifier for virtual care *POS normally billed	For treatment of a confirmed COVID-19 case • Cost-share will be waived • Cigna will reimburse usual face-to-face rates • ICD10 code B97.29 or U07.1
	Virtual Check-In Non-Covid	G2012 *POS normally billed	(5-10 minutes) Cost-share will be waived for all services (including non COVID-19 related services)
	Telephone Realtime Audio/Video Visits Non-Covid	Usual face-to-face E/M code * Append with GQ, GT or 95 modifier *POS service normally billed	Non COVID-19 virtual visit (i.e., telehealth) • Cigna will reimburse usual face-to-face rates • Services can be performed by phone, video, or both • Standard cost-share will apply
Cigna			Important notes: Please note that state and federal mandates may supersede the preceding guidelines. • Exception during public health emergency • Cigna will not make any requirements as it relates to these services being for a new or existing patient. • Cigna will not make any requirements regarding the type of technology used (i.e., phone, video, FaceTime, Skype, etc. are all appropriate to use at this time).



Updated: 7/24/2020

The Children's Care Network (TCCN) COVID-19 Telehealth Payor Coding Grid

(Highlighted sections are the most recently updated)

***The national public health emergency period has been extended for 90 days, so the latest renewal will expire October 31, 2020 without an extension**

			<p>For dates of service on and after March 15, 2020 through at least July 31, 2020, Cigna will relax timely claim filing requirements by an additional 90 days for all claim types. Cigna may request to review the care that was provided for medical necessity post-services.</p> <p>As federal guidelines continue to evolve in support of the COVID-19 pandemic, Cigna is proactively extending customer cost-share waivers and other administrative benefits through at least October 31, 2020.</p> <p>Cigna is also extending its interim virtual care and eConsult guidelines through at least December 31, 2020.</p> <p>Cost share still remains for other Cigna commercial customers for non-COVID-19 related services.</p>
	Lab Code	87635	<p>Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]),</p> <p>amplified probe technique</p>
	Lab Code	G2023 and G2024	<p>Specimen collection: Cigna will allow reimbursement for these codes by any provider or facility only when billed without any other codes.</p>
	Lab Code	U0002	<p>2019-nCoV Coronavirus, SARS-CoV-2/2019-nCoV (COVID-19), any technique, multiple types or subtypes (includes all targets), non-CDC should be used when specimens are sent to commercial laboratories, e.g. Quest or LabCorp, and not to the CDC or CDC-approved local/state health department laboratories.</p>
	Lab Code FDA website	86328	<p>Immunoassay for infectious agent antibody(ies), qualitative or semiquantitative, single step method (e.g., reagent strip); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]).</p>



Updated: 7/24/2020

The Children's Care Network (TCCN) COVID-19 Telehealth Payor Coding Grid

(Highlighted sections are the most recently updated)

***The national public health emergency period has been extended for 90 days, so the latest renewal will expire October 31, 2020 without an extension**

		86769	Antibody; severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]).
Pending CMS to release Medicare rate.	Lab Code	87426	Infectious agent antigen detection by immunoassay technique, (eg, enzyme immunoassay [EIA], enzyme-linked immunosorbent assay [ELISA], immunochemiluminometric assay [IMCA]) qualitative or semiquantitative, multiple-step method; severe acute respiratory syndrome coronavirus (eg, SARS-CoV, SARS-CoV-2 [COVID-19])
Humana			
Effective date: 3/6/2020 - 12/31/2020	Virtual Check-In Realtime Audio/Video Visits	Standard E/M Code *Modifier GT or 95 *Place of Service code 02	*Internet-only telemedicine services, Current Procedural Terminology (CPT®) codes 99444 and 98969, are not covered unless provided pursuant to a Humana telemedicine vendor partnership or when required by an applicable state mandate. Humana understands that not all telehealth visits will involve the use of both video and audio interactions. For providers or members who don't have access to secure video systems, we will temporarily accept telephone (audio-only) visits. These visits can be submitted and reimbursed as telehealth visits
	Lab Code	87635	Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), amplified probe technique
Pending CMS to release Medicare rate.	Lab Code	87426	Infectious agent antigen detection by immunoassay technique, (eg, enzyme immunoassay [EIA], enzyme-linked immunosorbent assay [ELISA], immunochemiluminometric assay [IMCA]) qualitative or semiquantitative, multiple-step method; severe acute respiratory syndrome coronavirus (eg, SARS-CoV, SARS-CoV-2 [COVID-19]) *Notes: Covered service
Multiplan			
Effective date:	Telephone Virtual Check-In	Based on CMS guidance *Place of Service 02	Providers should follow the CMS guidelines for use of Place of Service. Reimbursement is based on the Place of Service as listed in Box 24b of the CMS 1500



Updated: 7/24/2020

The Children's Care Network (TCCN) COVID-19 Telehealth Payor Coding Grid

(Highlighted sections are the most recently updated)

***The national public health emergency period has been extended for 90 days, so the latest renewal will expire October 31, 2020 without an extension**

	Realtime Audio/Video Visits		form. S. Note that Multiplan's systems reimburse telehealth at the same level as in-person visits to comply with certain states' telemedicine parity laws that require private payers to reimburse telemedicine services in the same way as in-person services.
	Lab Code	87635	Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), amplified probe technique
Pending CMS to release Medicare rate.	Lab Code	87426	Infectious agent antigen detection by immunoassay technique, (eg, enzyme immunoassay [EIA], enzyme-linked immunosorbent assay [ELISA], immunochemiluminometric assay [IMCA]) qualitative or semiquantitative, multiple-step method; severe acute respiratory syndrome coronavirus (eg, SARS-CoV, SARS-CoV-2 [COVID-19])
UnitedHealthcare			
Effective date: 3/18/2020- 10/31/2020	Remote Image	G2010 *No Modifier *POS 11	Remote evaluation of recorded video and/or images submitted by an established patient (e.g. store and forward).
	Virtual Check-In	G2012 *No Modifier * POS 11	Virtual screening telephone consult (5-10 minutes)
	Telephone	99421-99423 *No Modifier *POS 11	Service by a physician or other qualified health care professional; 5-10; 11-20; or 20-30 minutes of medical discussion
	Realtime Audio/Video Visits	Use appropriate Office Visit E/M code (99201-99205) *Modifier 95 *POS 11	New patient visit with a provider who uses an audio-video or audio-only telecommunications system COVID-19 or non-COVID-19 related care.
	Realtime Audio/Video Visits	Use appropriate Office Visit E/M code (99211-99215) *Modifier 95	Established patient visit with a provider who uses an audio-video or audio-only telecommunications system for COVID-19 or non-COVID-19 related care. *Notes:



Updated: 7/24/2020

The Children's Care Network (TCCN) COVID-19 Telehealth Payor Coding Grid

(Highlighted sections are the most recently updated)

***The national public health emergency period has been extended for 90 days, so the latest renewal will expire October 31, 2020 without an extension**

			<p>Cost sharing waiver extended through July 24, 2020 through the national pandemic emergency period.</p> <p>COVID 19 testing-related visits, testing, and treatment and telehealth coverage for COVID 19 services cost share waiver is extended from July 25, 2020 through October 22, 2020 for in-network and out-of-network providers. Self-insured plans may vary.</p> <p>Cost share will apply to non-COVID-19 related services.</p> <p>Reimbursement: During this expansion time frame, UHC will temporarily reimburse providers for telehealth services at their contracted rate for in-person services.</p>
	Lab Code	87635	Laboratory code for the COVID-19 test
Pending CMS to release Medicare rate.	Lab Code	87426	Infectious agent antigen detection by immunoassay technique, (eg, enzyme immunoassay [EIA], enzyme-linked immunosorbent assay [ELISA], immunochemiluminometric assay [IMCA]) qualitative or semiquantitative, multiple-step method; severe acute respiratory syndrome coronavirus (eg, SARS-CoV, SARS-CoV-2 [COVID-19])
	Lab	Use appropriate Office Visit E/M code	<p>Specimen collection: Use ICD Dx: Z03.818 – Suspected exposure to COVID-19 or ICD Dx: Z20.828 – Exposure to confirmed case of COVID-19</p> <p>This billing requirement and associated reimbursement applies to claims submitted on CMS 1500 claims</p>
DCH Effective date: 3/17/2020	Telephone and Realtime Audio/Video Visits	E/M code *Modifier GT *Place of Service 02	Qualified providers deliver services from distant sites. During the COVID-19 state of emergency, providers may deliver medically necessary services in various settings including their homes or other settings in which the privacy and confidentiality of the member can be assured.



Updated: 7/24/2020

The Children's Care Network (TCCN) COVID-19 Telehealth Payor Coding Grid

(Highlighted sections are the most recently updated)

***The national public health emergency period has been extended for 90 days, so the latest renewal will expire October 31, 2020 without an extension**

			<p>*Obtain verbal consent and document as such that written consent was not able to be obtained. DCH telehealth guidance manual at: www.mmis.georgia.gov:</p> <p>To support the State of Georgia, and its Medicaid and PeachCare for Kids® providers and members during the COVID-19 public health emergency, Georgia's Department of Community Health (DCH) is suspending the collection of <u>all</u> Medicaid copayments for dates of service on or after May 1, 2020. The suspension of copayments will remain in effect through the duration of the Public Health Emergency. The suspension applies to all fee-for-service and managed care services. During the Public Health Emergency, as of May 1, 2020, reimbursement rates for all Medicaid services will be increased by the specific copayment amount. For the duration of the National State of Emergency, members will not be responsible for paying any copays.</p> <p>Note: Georgia's telehealth changes will remain in effect until further notice through federal guidance.</p> <p style="background-color: yellow;">The Federal Public Health Emergency has been extended for another 90 days.</p>
DCH	Lab Code	87635	Laboratory code for the COVID-19 test Reimbursement \$51.31
	Lab Code	Antibody tests: 86328 and 86769	The Department of Community Health (DCH) informed these codes are not currently covered by Medicaid until they are priced by CMS.
Pending CMS to release Medicare rate.	Lab Code	87426	Infectious agent antigen detection by immunoassay technique, (eg, enzyme immunoassay [EIA], enzyme-linked immunosorbent assay [ELISA], immunochemiluminometric assay [IMCA]) qualitative or semiquantitative, multiple-step method; severe acute respiratory syndrome coronavirus (eg, SARS-CoV, SARS-CoV-2 [COVID-19])



Updated: 7/24/2020

The Children's Care Network (TCCN) COVID-19 Telehealth Payor Coding Grid

(Highlighted sections are the most recently updated)

***The national public health emergency period has been extended for 90 days, so the latest renewal will expire October 31, 2020 without an extension**

Amerigroup Effective date: 3/17/2020	Telephone and Realtime Audio/Video Visits	Standard E/M code *Place of Service 02 and or/GT Modifier	Allowing telehealth services to be provided during the period of COVID-19 emergency response by the following modalities: <ul style="list-style-type: none"> o Telephone communication o Use of webcam or other audio and video technology o Video cell phone communication *Refer to DCH telehealth guidance manual
	Lab Code	87635	Laboratory code for the COVID-19 test Reimbursement rate: \$51.31
CareSource Effective date: 3/17/2020	Telephone and Realtime Audio/Video Visits	Standard E/M code *Place of Service 02 and or/GT Modifier	DCH intends to expand the use of telehealth services in the following manner: <ul style="list-style-type: none"> • Waiving telehealth services originating site limitations. Originating sites are listed below. • Allowing telehealth services to be provided during the period of COVID-19 emergency response by the following modalities: <ul style="list-style-type: none"> • Telephone communication • Use of webcam or other audio and video technology • Video cell communication The codes and modifiers are identified in the Telehealth Guidance, which is located on the GAMMIS website.
		87635	Laboratory code for the COVID-19 test Reimbursement rate: \$51.31
Peach State Effective date: 3/17/2020		Standard E/M code *Place of Service 02 and or/GT Modifier	Defer to DCH policy
	Lab Code	87635	Laboratory code for the COVID-19 test Reimbursement rate: \$51.31
WellCare Effective date: 3/17/2020		Standard E/M code *Place of Service 02 and or/GT Modifier	Defer to DCH policy



Updated: 7/24/2020

The Children's Care Network (TCCN)
 COVID-19 Telehealth Payor Coding Grid

(Highlighted sections are the most recently updated)

***The national public health emergency period has been extended for 90 days, so the latest renewal will expire October 31, 2020 without an extension**

	Lab Code	87635	Laboratory code for the COVID-19 test Reimbursement rate: \$51.31
--	----------	-------	--

Payor Links:

Payor	Payor Website Links
AETNA	https://www.aetna.com/
Anthem (BCBS)	https://www.anthem.com/coronavirus/
CIGNA	www.cignaforhcp.com
Humana	https://www.humana.com/provider/coronavirus
Multiplan Beech Street PHCS	www.multiplan.com/provider
UnitedHealthcare	https://www.uhcprovider.com/content/dam/provider/docs/public/policies/comm-reimbursement/COMM-Telehealth-and-Telemedicine-Policy.pdf
Amerigroup	https://providers.amerigroup.com/pages/ga-2012.aspx
The Department of Community Health (DCH)	www.mmis.georgia.gov : o Select Provider Information tab, and then select Provider Manuals . Scroll down to locate the Telehealth/Telemedicine manual)
CareSource	www.caresource.com
Peach State	https://www.pshpgeorgia.com/
WellCare	https://wellcare.com/en/Georgia



Updated: 7/24/2020

The Children's Care Network (TCCN) COVID-19 Telehealth Payor Coding Grid

(Highlighted sections are the most recently updated)

***The national public health emergency period has been extended for 90 days, so the latest renewal will expire October 31, 2020 without an extension**

CDC	https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet
-----	---

Summary of Medicare Telemedicine Services

<https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes>



The Children's Care Network (TCCN) COVID-19 Telehealth Payor Coding Grid

(Highlighted sections are the most recently updated)

***The national public health emergency period has been extended for 90 days, so the latest renewal will expire October 31, 2020 without an extension**

TYPE OF SERVICE	WHAT IS THE SERVICE?	HCPCS/CPT CODE	Patient Relationship with Provider
MEDICARE TELEHEALTH VISITS	A visit with a provider that uses telecommunication systems between a provider and a patient.	Common telehealth services include: <ul style="list-style-type: none"> • 99201-99215 (Office or other outpatient visits) • G0425-G0427 (Telehealth consultations, emergency department or initial inpatient) • G0406-G0408 (Follow-up inpatient telehealth consultations furnished to beneficiaries in hospitals or SNFs) For a complete list: https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes	For new* or established patients. *To the extent the 1135 waiver requires an established relationship, HHS will not conduct audits to ensure that such a prior relationship existed for claims submitted during this public health emergency
VIRTUAL CHECK-IN	A brief (5-10 minutes) check in with your practitioner via telephone or other telecommunications device to decide whether an office visit or other service is needed. A remote evaluation of recorded video and/or images submitted by an established patient.	<ul style="list-style-type: none"> • HCPCS code G2012 • HCPCS code G2010 	For established patients.
E-VISITS	A communication between a patient and their provider through an online patient portal.	<ul style="list-style-type: none"> • 99421 • 99422 • 99423 • G2061 • G2062 • G2063 	For established patients.