



## Telehealth Billing Updates

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Updates

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The CMS introduced a new place-of-service (POS) code. It impacts healthcare providers who provide telehealth services. The new POS code is 10, and is used to signify the client had telehealth services in their home. The prior code 02 signifies the client had telehealth services outside their home. WMHCA encourages you to check with your contracted insurance companies to see how they are implementing the change.

We have listed some links to several insurance companies which link directly to the information on how to handle the CMS changes. That can be found [HERE](#).

WMHCA did a quick search to see what has changed. Currently, this is what is listed on the insurance company website.

- Regence-Use the POS that accurately reflects where client is located
- Cigna-Continue to use 11 until further notice.
- Premera/Optum-Continue to use 02
- Aetna-Use 02 (Couldn't find an update since October 2020)
- Kaiser-Use POS that accurately reflects where client is located

Modifiers for audio only services have also been developed:

- **Modifier FQ** – Service rendered using audio-only communication technology.
- **Modifier 93** – Synchronous telemedicine service rendered via telephone or other real-time interactive audio-only telecommunications system.

\*This information can change at any minutes. WMHCA recommends you double check this information before you change your billing practices, and that you check for updates on a regular basis.

Resources

[https://www.cms.gov/Medicare/Coding/place-of-service-codes/Place\\_of\\_Service\\_Code\\_Set](https://www.cms.gov/Medicare/Coding/place-of-service-codes/Place_of_Service_Code_Set)



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