

Billing and Documentation Tip Sheet

	Medicare ¹	Humana ^{2,3}	Aetna ^{4,5}	BCBS ⁶	Cigna ⁷
COVID-19 Testing Covered	Yes	Yes	Yes	Yes	Yes
Telehealth Services	All Services (Audio or Video, including Mobile Devices)	All Services (Audio or Video, including Mobile Devices)	All Services (Audio or Video, including Mobile Devices)	2-way, live interactive telephone or digital video, Audio-only	All Services (Audio or Video, including Mobile Devices)
Required Modifiers	95 - Services delivered via telemedicine	95 - Services delivered via telemedicine	95 - Services delivered via telemedicine	95- Services delivered via telemedicine	95 - Services delivered via telemedicine
Place of Service	11	11	11	11	11
Telemedicine Expansion Through	TBD	December 31, 2020	MA- September 30, 2020 Commercial- August 8, 2020	MA- December 31, 2020 Commercial- August 31, 2020	December 31, 2020

Documentation Guidance

- E/M standard documentation guidelines still apply with the exception that start and stop times must be noted in the visit note along with notation that the encounter was completed via telemedicine.
- Patients can have telehealth/telemedicine visits that are not related to COVID-19 and wellness visits can be performed as well. **Please note that in order to complete all quality measures for the year that generally are met during the wellness visits, patients will have to return to the office at a later time in the year to capture these measures. This applies to measures that require physical presence, such as lab tests or vital signs.**
- All E/M CPT codes can be time-based or based on medical decision making (see **Table 1**).
- For providers using Patient Portal Video Conferencing, CPT codes 99421, 99422, and 99423 (see **Table 2**) are cumulative over a 7-day period and only billed once every 7 days.
- *NEW Medicare CPT codes for Telephone E/M Services, CPT 99441-99443 (see **Table 3**)
- Virtual check-in telephone calls (G2012, G2010) are provided to an established patient, not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion.

Table 1

New Patient	Time Spent	Established Patient	Time Spent
99201	10 Minutes	99211	5 Minutes
99202	20 Minutes	99212	10 Minutes
99203	30 Minutes	99213	15 Minutes
99204	45 Minutes	99214	25 Minutes
99205	60 Minutes	99215	40 Minutes

Table 2

Patient Portal CPT Code	Time Spent Cumulative over 7 days
99421	0-10 Minutes
99422	11-20 Minutes
99423	21 or more Minutes

Table 3

CPT Code	Description
99441	Telephone E/M service provided by a physician or other qualified health professional who may report E/M services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion
99442	11-20 minutes of medical discussion
99443	21-30 minutes of medical discussion

Resource Links

1. Medicare Telehealth coverage
<https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>
<https://www.cms.gov/newsroom/fact-sheets/additional-backgroundsweeping-regulatory-changes-help-us-healthcare-system-address-covid-19-patient>
2. Humana Telehealth- Expanding access to care virtually Effective March 23, 2020
<https://www.humana.com/provider/coronavirus/telemedicine>
3. Humana Continuity of Service
<https://www.humana.com/provider/coronavirus/continuity-of-service>
4. What you need to know about the Coronavirus (COVID-19) Aetna Providers
https://www.aetna.com/health-care-professionals/provider-education-manuals/covid-faq.html#acc_link_content_section_responsivegrid_copy_responsivegrid_accordion_10
5. Aetna Letter to Providers
<https://www.aetna.com/health-care-professionals/provider-education-manuals/covid19-letter.html>
6. BCBS Telemedicine
<https://www.bcbstx.com/newsroom/news-releases/2020/telemedicine-cost-sharing-covid-19>
7. Cigna: Response to COVID-19 for Providers
<https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html>
8. Health and Human Services- Telehealth FAQ:
<https://www.hhs.gov/sites/default/files/telehealth-faqs-508.pdf>