**COVID-19 Billing Matrix for Telehealth Services**

Red – indicates confirmed instruction

Green – indicates current instruction that may be changing

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Payer** | **Service** | **Codes** | **Modifiers** | **POS** | **Notes** |
| Aetna | Outpatient E/M  Inpatient E/M  Telephone  Telephone - Staff  Portal Visits  Psychotherapy  Family Therapy | 99201-99215  Not listed  99441-99443  98966-98968  Not listed  90832-90837  90847 | None  None  None  95  95 | 02  11  11  02  02 | No information for inpatient |
| Ambetter PPO | Outpatient E/M  Inpatient E/M  Telephone  Portal Visits  Psychotherapy | 99201-99215  99221-99233  99441-99443  99421-99423  90832-90837 | None  None  None  None  None | 02  02  02  02  02 | Says they will pay for all telehealth services. No guidance for mod or pos. |
| AR Medicaid | Outpatient E/M  Inpatient E/M  Telephone  Portal Visits  Psychotherapy | 99201-99215  99221-99233  99441-99443  G2012  90832-90837 | GT  GT  GT  GT  U4, GT | 02  02  02  02  02 | Not paying for staff telephone calls – providers only. |
| AR Medicaid – AR Total Care |  |  |  |  |  |
| AR Medicaid – Empower |  |  |  |  |  |
| AR Medicaid – Summit Community Care |  |  |  |  |  |
| BCBS Commercial | Outpatient E/M  Inpatient E/M  Telephone  Portal Visits  Psychotherapy | 99201-99215  Not listed  99441-99443  90832-90837 | None  None  None | 02  02  02 | Does not mention Inpatient E/M or portal visits |
| Cigna | Outpatient E/M  Telephone  Portal Visits  Psychotherapy | 99201-99215  99201-99205  G2012  90832-90837 | GQ  GQ  GQ  GQ | 11  11  11  11 |  |
| Humana | Outpatient E/M  Telephone  Portal Visits  Psychotherapy  Family Therapy | 99201-99215  99201-99215  G2012  90832-90837  90847 | None  None  None  None  None | 02  02  02  02  02 | They say they are covering every code on the CMS list. |
| MS Medicaid | Outpatient E/M  Telephone  Portal Visits  Psychotherapy  Family Therapy | 99201-99215  99441-99443  G2012  90832-90837  90847 | GT  None  None  GT  GT | 02  02  02  02  02 |  |
| MS Medicaid – Magnolia |  |  |  |  |  |
| MS Medicaid – Molina |  |  |  |  |  |
| Tenncare Amerigroup | Outpatient E/M  Telephone  Telephone - Staff  Portal Visits Psychotherapy | 99201-99215  99441-99443  98966-98968  99421-99423  90832-90837 | None  None  None  None  None | 02  02  11  02  02 | Does not mention Inpatient E/M. |
| Tenncare BlueCare | Outpatient E/M  Inpatient E/M  Telephone  Telephone - Staff  Portal Visits  Psychotherapy | 99201-99215  Not listed  99441-99443  98966-98968  90832-90837 | None  None  None  None | 02  02  11  02 | Does not mention Inpatient E/M or portal visits |
| Tenncare Select |  |  |  |  |  |
| Tenncare UHC | Outpatient E/M  Inpatient E/M  Telephone  Telephone - Staff  Portal Visits  Psychotherapy | 99201-99215  99221-99233  99201-99215  98966-98968  99421-99423  90832-90837 | None  None  None  None  None  None | 02  02  02  11  02  02 |  |
| Tricare | Outpatient E/M  Inpatient E/M  Telephone  Telephone - staff  Psychotherapy | 99201-99215  Not listed  99441-99443  98966-98968  90832-90837 | GT  None  None  N/A | 02  11  11  N/A | Does not mention Inpatient E/M or portal visits |
| UHC Commercial | Outpatient E/M  Inpatient E/M  Telephone  Portal Visits  Psychotherapy | 99201-99215  99221-99233  99201-99215  99421-99423  90832-90837 | None  None  None  None  None | 02  02  02  02  02 |  |
| UHC MSCAN |  |  |  |  |  |
|  |  |  |  |  |  |

Aetna: <https://www.aetna.com/health-care-professionals/provider-education-manuals/covid-faq.html#acc_link_content_section_responsivegrid_copy__responsivegrid_accordion_21>

Amerigroup link: <https://providers.amerigroup.com/Public%20Documents/TNTN_PU_TalkingPointsCOVID19.pdf>

Blue Cross and Blue Care link: <https://bcbstupdates.com/provider-faq/>

Cigna link: <https://static.cigna.com/spa/chcp/assets/Cigna-COVID-19-Billing-Guidiance-for-Providers-3-18.pdf>

Humana Link: <https://www.humana.com/provider/coronavirus/telemedicine>

TennCare UHC: <https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services.html>

<https://www.uhcprovider.com/content/provider/en/viewer.html?file=%2Fcontent%2Fdam%2Fprovider%2Fdocs%2Fpublic%2Fresources%2Fnews%2F2020%2FTelehealth-Patient-Scenarios.pdf>

Tricare: <https://www.hnfs.com/content/hnfs/home/tw/prov/res/provider_news/covid-19-outbreak--using-telemedicine-.html>

<https://www.humanamilitary.com/provider/education-and-resources/quick-access/policy-updates-and-alerts/covid-19-telemedicine-031320>