

**HPH Physician Coding
Telemedicine Payer Coding Guidelines**

		Medicare (FFS)	HMSA			Ohana		United Healthcare (UHC)			AlohaCare		UHA	Triwest	
			Commercial	Quest	Medicare	Medicare	Quest	Medicare	Commercial	Quest	Medicare	Quest			
Telehealth/Video	CPT/HCPCS codes:	99201-99215 G0425-G0427 G0406-G0408	99201-99215 G0425-G0427 G0406-G0408	99201-99215 G0425-G0427 G0406-G0408	99201-99215 G0425-G0427 G0406-G0408	99201-99215 G0425-G0427 G0406-G0408	99201-99215 G0425-G0427 G0406-G0408	99201-99215 G0425-G0427 G0406-G0408	99201-99215 G0425-G0427 G0406-G0408	99201-99215 G0425-G0427 G0406-G0408	99201-99215 G0425-G0427 G0406-G0408	99201-99215 G0425-G0427 G0406-G0408	99201-99215 G0425-G0427 G0406-G0408	99201-99215 G0425-G0427 G0406-G0408	
	Modifiers:	95	95 or GT	95 or GT	None required	None required	None required	None required	95,GQ, GT, GO	95,GQ, GT, GO	None required	95,GQ, GT	None required	GT	
	Place of Service:	02 - Telehealth 11 - Office/Clinic	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth
	Reimbursement:	\$9.66-176.51 \$104.52-210.77 \$40.73-108.61	\$31.75-138.20 \$112.15-224.90 \$40.60-105.70	\$20.44-138.53 \$80.73-161.89 Fees not available	\$9.66-176.51 \$104.52-210.77 \$40.73-108.61	\$9.66-176.51 \$104.52-210.77 \$40.73-108.61	Varies by provider	\$9.66-176.51 \$104.52-210.77 \$40.73-108.61	Varies by provider	Varies by provider	\$9.66-176.51 \$104.52-210.77 \$40.73-108.61	Varies by provider	Varies by provider	Varies by provider	\$9.66-176.51 \$104.52-210.77 \$40.73-108.61
	Copay/Costshare	Waived with 1135 waiver	Waived from 3/6/20-5/15/20	Waived from 3/6/20-5/15/20	Waived from 3/6/20-5/15/20	Waived from 3/17/20-6/30/20	Waived from 3/17/20-6/30/20	Waived 3/31/20- 6/18/20	Waived 3/31/20- 6/18/20	Waived 3/31/20- 6/18/20	No published information	No published information	Waived during emergency period	No published information	
	Notes:	Complete list of approved telehealth codes: https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes	Complete list of approved telehealth codes: https://hmsa.my.salesforce.com/sfc/p/#1N000002CAOI/a/3m000000Mopp/BnV717yxlUTOKxXlY8akr_q9tP3xa8ChU435nFrsoA	Complete list of approved telehealth codes: https://hmsa.my.salesforce.com/sfc/p/#1N000002CAOI/a/3m000000Mopp/BnV717yxlUTOKxXlY8akr_q9tP3xa8ChU435nFrsoA	Complete list of approved telehealth codes: https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes	Complete list of approved telehealth codes: https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes	Complete list of approved telehealth codes: https://medquest.hawaii.gov/content/dam/formsa/nddocuments/provider-memos/qi-memos/qi-memos-2017/QJ-1702A-FFS-17-01A-ATTACHMENT-A.pdf	Complete list of approved telehealth codes: https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes	Complete list of approved telehealth codes: https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes	Complete list of approved telehealth codes: https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes	Complete list of approved telehealth codes: https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes	For service and coverage definitions: https://www.alohaCare.org/userfiles/file/Telehealth%20Reference%20Payment%20Policy%202020-03-20.pdf	Complete list of approved telehealth codes: https://uhahealth.com/uploads/forms/form_mis_Telehealth-Telemedicine.pdf	Policy manual: https://manuals.health.mil/pages/DisplayManualHtmlFile/TP15/60/AsOf/TP15/c7522_1.html?highlight=telemedicine xfilter%28name%20%22c7522_1.xm%22%29%20and%20filter%28word%20%22CHANGE_TYPE%3a%3aASOF%22%29%20and%20%28xfilter%28word%20%22ACRONYM%3a%3aTP15%22%20and%20%22CHANGE_NO%3a%3a60%22%20and%20%22CHAPTER_NO%3a%3a7%22%29%29 .html	

		Medicare	HMSA		Ohana		UHC			AlohaCare		UHA	Triwest
			Commercial	Quest	Medicare	Medicare	Quest	Medicare	Commercial	Quest	Medicare		
Virtual Check-in Telephone	CPT/HCPCS codes:	G2012 99441-99443	G2012	G2012	G2012 99441-99443	G2012	G2012	G2012 99441-99443	G2012	G2012	G2012 99441-99443	G2012	Not covered
	Modifiers:	None required	None required	None required	None required	None required	None required	None required	None required	None required	None required	None required	
	Place of Service:	11 - Office 19 /22 - Hosp OP	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth
	Reimbursement:	\$13.67-15.32	\$16.75-17.17	\$12.06	\$13.67-15.32	\$13.67-15.32	Not available	\$13.67-15.32	Not available	Not available	\$13.67-15.32	Not available	Not available
	Copay/Costshare	Waived with 1135 waiver	Waived from 3/6/20-5/15/20	Waived from 3/6/20-5/15/20	Waived from 3/6/20-5/15/20	Waived from 3/17/20-6/30/20	Waived from 3/17/20-6/30/20	Waived 3/31/20- 6/18/20	Waived 3/31/20- 6/18/20	Waived 3/31/20- 6/18/20	No published information	No published information	Waived during emergency period
	Notes:	New/Established patients Document total minutes spent Document verbal consent	Established patients only Document total minutes spent Document verbal consent	Established patients only Document total minutes spent Document verbal consent	Established patients only Document total minutes spent Document verbal consent	Established patients only Document total minutes spent Document verbal consent	Established patients only Document total minutes spent Document verbal consent	Established patients only Document total minutes spent Document verbal consent	Established patients only Document total minutes spent Document verbal consent	Established patients only Document total minutes spent Document verbal consent	Established patients only Document total minutes spent Document verbal consent	Established patients only Document total minutes spent Document verbal consent	Established patients only Document total minutes spent Document verbal consent

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		Commercial	Quest	Medicare	Medicare	Quest	Medicare	Commercial	Quest	Medicare	Quest		
E-visit	CPT/HCPCS codes:	99421-99423 G2061-G2063	99421-99423 G2061-G2063	99421-99423 G2061-G2063	99421-99423 G2061-G2063	99421-99423 G2061-G2063	Not available	99421-99423 G2061-G2063	99421-99423 G2061-G2063	99421-99423 G2061-G2063	99421-99423 G2061-G2063	99421-99423 G2061-G2063	Not covered
	Modifiers:	None required	None required	None required	None required	None required	Not available	None required	None required	None required	None required	None required	None required
	Place of Service:	11 - Office 19 /22 - Hosp OP	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth	02 - Telehealth
	Reimbursement:	\$13.67-51.96 \$12.61-34.83	\$17.17-57.16 \$13.87-38.31	\$13.07-42.03 \$10.20-28.17	\$16.15-51.96 \$12.61-34.83	\$13.67-51.96 \$12.61-34.83	Varies by provider	\$13.67-51.96 \$12.61-34.83	Varies by provider	Varies by provider	\$13.67-51.96 \$12.61-34.83	Varies by provider	Varies by provider
	Copay/Costshare	Waived with 1135 waiver	Waived from 3/6/20-5/15/20	Waived from 3/6/20-5/15/20	Waived from 3/6/20-5/15/20	Waived from 3/17/20-6/30/20	Waived from 3/17/20-6/30/20	Waived 3/31/20-6/18/20	Waived 3/31/20-6/18/20	Waived 3/31/20-6/18/20	No published information	No published information	Waived during emergency period
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Note #1: Reimbursement rates for Medicare and Medicare Advantage services/codes are based on the 2020 CMS Medicare Physician Fee Schedule
 Note #2: Information included updates as of April 5, 2020 based on the latest payer information available