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		
		99201-99215	99201-99215	99201-99215	99201-99215	99201-99215	99201-99215	99201-99215	99201-99215	99201-99215	99201-99215	99201-99215	99201-99215	99201-99215
	CPT/HCPCS codes:	G0425-G0427	G0425-G0427	G0425-G0427	G0425-G0427	G0425-G0427	G0425-G0427	G0425-G0427	G0425-G0427	G0425-G0427	G0425-G0427	G0425-G0427	G0425-G0427	G0425-G0427
		G0406-G0408	G0406-G0408	G0406-G0408	G0406-G0408	G0406-G0408	G0406-G0408	G0406-G0408	G0406-G0408	G0406-G0408	G0406-G0408	G0406-G0408	G0406-G0408	G0406-G0408
	Modifiers:	95	95 or GT	95 or GT	95	95	95	95	95	95	95	95	None required	95
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	Place of Service:	19/22- Hosp OP	02 - Telehealth	19/22- Hosp OP	19/22- Hosp OP	19/22- Hosp OP	19/22- Hosp OP	19/22- Hosp OP	02 - Telehealth	19/22- Hosp OP	19/22- Hosp OP	19/22- Hosp OP	02 - Telehealth	02 - Telehealth
		\$9.66-176.51	\$31.75-138.20	\$20.44-138.53	\$9.66-176.51	\$9.66-176.51		\$9.66-176.51			\$9.66-176.51			\$9.66-176.51
eo	Reimbursement:	\$104.52-210.77	\$112.15-224.90	\$80.73-161.89	\$104.52-210.77	\$104.52-210.77	Not available	\$104.52-210.77	Not available	Not available	\$104.52-210.77	Not available	Not available	\$104.52-210.77
 		\$40.73-108.61	\$40.60-105.70	Fees not available	\$40.73-108.61	\$40.73-108.61		\$40.73-108.61			\$40.73-108.61			\$40.73-108.61
<u>ا</u>	Notes:	Complete list of approved telehealth	Complete list of approved telehealth	Complete list of approved telehealth	Complete list of approved telehealth	Complete list of approved telehealth		Complete list of approved telehealth	Complete list of approved		Complete list of approved telehealth	For service and coverage	Complete list of approved	Policy manual:
Vide		codes: https://www.cms.gov/Medicare/Medicar	codes: https://hmsa.my.salesforce.com/sfc/p/#	codes:	codes: https://www.cms.gov/Medicare/Medicar	codes: https://www.cms.gov/Medicare/Medic	telehealth codes: https://medquest.hawaii.	codes: https://www.cms.gov/Medicare/Medica	telehealth codes:	telehealth codes: https://www.cms.gov/Me	codes: https://www.cms.gov/Medicare/Medic	definitions:	telehealth codes: https://uhahealth.com/uploa	https://manuals.health.mil/pages/Di splayManualHtmlFile/TP15/60/AsOf
		https://www.cms.gov/Medicare/Medicar e-General-	https://hmsa.my.salesforce.com/sfc/p/# 1N000002CAOI/a/3m000000MOpp/BnV7			https://www.cms.gov/Medicare/Medic are-General-	https://medquest.hawaii. gov/content/dam/formsa	https://www.cms.gov/Medicare/Medica re-General-	dicare/Medicare-General-	https://www.cms.gov/Me dicare/Medicare-General-	https://www.cms.gov/Medicare/Medic are-General-			/TP15/c7s22_1.html?highlight=tele
elehealth		Information/Telehealth/Telehealth-Codes		s V717yxluTOkxXJY8akr_q9tP3xa8ChLl43S	Information/Telehealth/Telehealth-Codes		nddocuments/provider-	Information/Telehealth/Telehealth-	Information/Telehealth/Te	Information/Telehealth/T	Information/Telehealth/Telehealth-	20Reference%20Payment%		medicine xfilter%28name%20%22c
+		Need to add -CS modifier for E/M	oA	nFrsoA	1	Codes	memos/qi-memos/qi-	Codes	lehealth-Codes For additional	elehealth-Codes For additional	Codes	20Policy%202020-03-20.pdf		7s22_1.xml%22%29%20and%20xfilte
ā		encounter that result in order of test.	1	1	1		memos-2017/QI-1702A- FFS-17-01A-ATTACHMENT-]	For additional codes/coverage	For additional codes/coverage				r%28word%20%22CHANGE_TYPE%3 a%3aASOF%22%29%20and%20%28x
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T E		•	1	1	1				reimbursement/COMM-	reimbursement/UHCCP-				
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		-	1	1	1				Telemedicine-roncy.pd.	(R0046).pdf				
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		'	1	1	1									
	Waiver effective	3/6/2020-duration of PHE (public health	2/1/20-5/21/20	3/1/20-5/31/20	3/1/20-5/31/20	Duration of PHE (public health	Duration of PHE (public	3/31/20-6/18/20	3/31/20-6/18/20	3/31/20-6/18/20	3/1/2020-duration of PHE (public healt	rh 3/1/2020-duration of PHE	Duration of PHF (public	Duration of PHE (public health
			3/1/20-3/31/20	3/1/20-3/31/20	3/1/20-3/31/20	Duration of the (peans		3/31/20-0/20/20	3/31/20 0/20,	3/31/20 0/10/				
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		Medicare G2012	G2012	Quest G2012	G2012	Ohana Medicare G2012		Medicare G2012		Quest G2012	Alohaca Medicare G2012	ire		
	CPT/HCPCS codes:	Medicare		Quest		Ohana Medicare	Quest		Commercial		Alohaca Medicare	ire Quest	UHA	Triwest
	CPT/HCPCS codes:	Medicare G2012 99441-99443	G2012 99441-99443	Quest G2012 99441-99443	G2012 99441-99443	Ohana Medicare G2012 99441-99443	Quest G2012 99441-99443	G2012 99441-99443	Commercial G2012 99441-99443	G2012 99441-99443	Alohaca Medicare G2012 99441-99443	Quest G2012 99441-99443	UHA G2012 99441-99443	Triwest G2012 - Not covered 99441-99443
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Virtual Check-in Telephone	CPT/HCPCS codes: Modifiers: Place of Service: Reimbursement:	Medicare G2012 99441-99443 95 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent	G2012 99441-99443 None required 02 - Telehealth G2012 = \$16.75-17.17 99441-43 = Not available New and Established patients Document total minutes spent	Quest G2012 99441-99443 95 11 - Office 19/22- Hosp OP G2012 = \$12.06 99441-43 = Not available New and Established patients Document total minutes spent	G2012 99441-99443 None required 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent	Ohana Medicare G2012 99441-99443 None required 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent	Quest G2012 99441-99443 95 11 - Office 19/22- Hosp OP Not available New and Established patients Document total minutes spent	G2012 99441-99443 None required 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent	Commercial G2012 99441-99443 None required 02 - Telehealth Not available New and Established patients Document total minutes spent	G2012 99441-99443 95 11 - Office 19/22- Hosp OP Not available New and Established patients Document total minutes spent	Alohaca Medicare G2012 99441-99443 None required 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent	guest G2012 99441-99443 95 11 - Office 19/22- Hosp OP Not available New and Established patients Document total minutes spent	UHA G2012 99441-99443 None required 02 - Telehealth Not available New and Established patients Document total minutes spent	Triwest G2012 - Not covered 99441-99443 95 02 - Telehealth 99441-43 = Not available New and Established patients Document total minutes spent
<u> </u>	CPT/HCPCS codes: Modifiers: Place of Service: Reimbursement:	Medicare G2012 99441-99443 95 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent	G2012 99441-99443 None required 02 - Telehealth G2012 = \$16.75-17.17 99441-43 = Not available New and Established patients Document total minutes spent	Quest G2012 99441-99443 95 11 - Office 19/22- Hosp OP G2012 = \$12.06 99441-43 = Not available New and Established patients Document total minutes spent	G2012 99441-99443 None required 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent	Ohana Medicare G2012 99441-99443 None required 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent	Quest G2012 99441-99443 95 11 - Office 19/22- Hosp OP Not available New and Established patients Document total minutes spent	G2012 99441-99443 None required 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent	Commercial G2012 99441-99443 None required 02 - Telehealth Not available New and Established patients Document total minutes spent	G2012 99441-99443 95 11 - Office 19/22- Hosp OP Not available New and Established patients Document total minutes spent	Alohaca Medicare G2012 99441-99443 None required 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent	guest G2012 99441-99443 95 11 - Office 19/22- Hosp OP Not available New and Established patients Document total minutes spent	UHA G2012 99441-99443 None required 02 - Telehealth Not available New and Established patients Document total minutes spent	Triwest G2012 - Not covered 99441-99443 95 02 - Telehealth 99441-43 = Not available New and Established patients Document total minutes spent
<u> </u>	CPT/HCPCS codes: Modifiers: Place of Service: Reimbursement:	Medicare G2012 99441-99443 95 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent Document verbal consent	G2012 99441-99443 None required 02 - Telehealth G2012 = \$16.75-17.17 99441-43 = Not available New and Established patients Document total minutes spent Ocument verbal consent	Quest G2012 99441-99443 95 11 - Office 19/22- Hosp OP G2012 = \$12.06 99441-43 = Not available New and Established patients Document total minutes spent Document verbal consent	G2012 99441-99443 None required 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent	Ohana Medicare G2012 99441-99443 None required 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent Document verbal consent	Quest G2012 99441-99443 95 11 - Office 19/22- Hosp OP Not available New and Established patients Document total minutes spent Document verbal consent	G2012 99441-99443 None required 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent	Commercial G2012 99441-99443 None required 02 - Telehealth Not available New and Established patients Document total minutes spent	G2012 99441-99443 95 11 - Office 19/22- Hosp OP Not available New and Established patients Document total minutes spent	Alohaca Medicare G2012 99441-99443 None required 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent Document verbal consent	Quest G2012 99441-99443 95 11 - Office 19/22- Hosp OP Not available New and Established patients Document total minutes spent Document verbal consent	UHA G2012 99441-99443 None required 02 - Telehealth Not available New and Established patients Document total minutes spent Document verbal consent	Triwest G2012 - Not covered 99441-99443 95 02 - Telehealth 99441-43 = Not available New and Established patients Document total minutes spent Document verbal consent
<u> </u>	CPT/HCPCS codes: Modifiers: Place of Service: Reimbursement: Notes:	Medicare G2012 99441-99443 95 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent Document verbal consent	G2012 99441-99443 None required 02 - Telehealth G2012 = \$16.75-17.17 99441-43 = Not available New and Established patients Document total minutes spent Ocument verbal consent	Quest G2012 99441-99443 95 11 - Office 19/22- Hosp OP G2012 = \$12.06 99441-43 = Not available New and Established patients Document total minutes spent Document verbal consent	G2012 99441-99443 None required 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent Occument verbal consent	Ohana Medicare G2012 99441-99443 None required 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent Document verbal consent	Quest G2012 99441-99443 95 11 - Office 19/22- Hosp OP Not available New and Established patients Document total minutes spent Document verbal consent	G2012 99441-99443 None required 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent Document verbal consent	Commercial G2012 99441-99443 None required 02 - Telehealth Not available New and Established patients Document total minutes spent Document verbal consent	G2012 99441-99443 95 11 - Office 19/22- Hosp OP Not available New and Established patients Document total minutes spent Document verbal consent	Alohaca Medicare G2012 99441-99443 None required 11 - Office 19/22- Hosp OP G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88 New and Established patients Document total minutes spent Document verbal consent	Quest G2012 99441-99443 95 11 - Office 19/22- Hosp OP Not available New and Established patients Document total minutes spent Document verbal consent	UHA G2012 99441-99443 None required 02 - Telehealth Not available New and Established patients Document total minutes spent Document verbal consent	Triwest G2012 - Not covered 99441-99443 95 02 - Telehealth 99441-43 = Not available New and Established patients Document total minutes spent Document verbal consent

HPH Physician Coding Telemedicine Payer Coding Guidelines

		Medicare	HMSA			Ohana		UHC			Alohacare		UHA	Triwest
			Commercial	Quest	Medicare	Medicare	Quest	Medicare	Commercial	Quest	Medicare	Quest		
	CPT/HCPCS codes:	99421-99423	99421-99423	99421-99423	99421-99423	99421-99423	Not available	99421-99423	99421-99423 99421-9	99421-99423	99421-99423	99421-99423	99421-99423	99421-99423
		G2061-G2063	G2061-G2063	G2061-G2063	G2061-G2063	G2061-G2063		G2061-G2063	G2061-G2063	G2061-G2063	G2061-G2063		G2061-G2063	
	Modifiers:	None required	None required	95	None required	None required	95	None required	None required	95	None required	95	None required	95
<u>::</u>		11 - Office	02 - Telehealth	11 - Office	11 - Office	11 - Office	Not available	11 - Office	O2 Tolohoolth	Telehealth 11 - Office 19/22- Hosp OP	11 - Office	11 - Office	02 - Telehealth	th 02 - Telehealth
E-visi	Place of Service:	19/22- Hosp OP	02 - Telefleatti	19/22- Hosp OP	19/22- Hosp OP	19/22- Hosp OP		19/22- Hosp OP	02 - Telefleaith		19/22- Hosp OP	19/22- Hosp OP	oz - reieneaith	02 - Telefleattii
	Reimbursement:	\$13.67-51.96	\$17.17-57.16	\$13.07-42.03	\$16.15-51.96	\$13.67-51.96	Not available	\$13.67-51.96	Not available	Not available Not available	\$13.67-51.96	Not available	Fees not available	\$13.67-51.96
		\$12.61-34.83	\$13.87-38.31	\$10.20-28.17	\$12.61-34.83	\$12.61-34.83		\$12.61-34.83	NOL available		\$12.61-34.83	NOL available		\$12.61-34.83
	Notes:	New and Established patients only	New and Established patients only	New and Established patients only	New and Established patients only	New and Established patients only		New and Established patients only			New and Established patients only		Established patients only	Established patients only
				-1.11-1			Established patients only			Established patients only		Established patients only		
	Waiver effective	3/6/2020-duration of PHE (public health emergency)	3/1/20-5/31/20	3/1/20-5/31/20	3/1/20-5/31/20	Duration of PHE (public health	Duration of PHE (public health emergency)	3/31/20-6/18/20	3/31/20-6/18/20	3/31/20-6/18/20	3/1/2020-duration of PHE (public healt	(public health emergency)		Duration of PHE (public health emergency)
	dates:	emergency)				emergency)	nearth emergency)				emergency)	(public fleatth efficigency)	nearth emergency)	emergency)
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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 updated as of May 15, 2020 based the latest payer information available