

**NOTE: This is our best information as of 4/14/2020. Visits for patient seen physically face to face will be processed the same as prior to COVID, with the exception where plans cover COVID related diagnoses at 100%.**

***Real-Time/Synchronous Audio-video***

	BCBSRI-Medicare Advantage	BCBSRI	NHP RiteCare	NHP Commercial	NHP Commercial	UHC-Comm	UHC-Medicare	UHC-Ritecare	Tufts	Aetna	Harvard Pilgrim	Cigna	RI Medicaid	Medicare
<b>Parity (% of usual payment for F2F services)</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Visit Codes</b>	all appropriate services	all appropriate services	all appropriate services	all appropriate services	all appropriate services	all appropriate services	all appropriate services	all appropriate services	all appropriate services	all appropriate services	all appropriate services	99201-99205 99212-99215 X1000 COVID Triage 5-10 min Many BH services SNF/NF Services	99201-99215; G0402, G0438, G0439 (and all CMS designated telehealth services)	
<b>Modifier Codes</b>	CR	GT and CR*	CR	CR	CR	95	95	95	GT or 95	GT/95	GT/95	GQ	N/A	95
<b>Place of Service Codes</b>	02	02	02	02	02	11	11	11	02	02	02	11	02	11 (if normally seen in office. Otherwise use patient site eg home, SNF)
<b>Patient Cost Sharing</b>	No cost sharing	No cost sharing	No cost sharing	No cost sharing	No cost sharing	No cost sharing	No cost sharing	No cost sharing	None for Primary Care of Behavioral Health, otherwise Cost Sharing Applies	No cost sharing	No cost sharing	Cost Sharing Applies	Cost Sharing Applies (usually N/A)	Cost Sharing Applies
<b>Payor Documentation Requirements and other Special Notes</b>	*BCBSRI requires time spent to be documented to substantiate coding. Although BCBSRI only needs CR modifier, out of state plans likely utilize GT. For consistency, both modifiers can be used on all BCBSRI claims and the CR will be recognized for in state claims and GT will be recognized for out of state claims		Same as face to face visits			Same as face to face visits			<p>◦A statement that the service was provided using telemedicine or telephone consult;</p> <p>◦The location of the patient;</p> <p>◦The location of the provider; and</p> <p>◦The names of all persons participating in the telemedicine service or telephone consultation service and their role in the encounter.</p>	Same as face to face visits	Same as face to face visits	Same as face to face visits	Same as face to face visits. We are awaiting Medicaid clarification regarding inpatient services.	Same as face to face visits. Select code based upon total time on the date of the encounter or medical decision making
<b>Link to Policy</b>	<a href="#">BCBSRI</a>	<a href="#">BCBSRI</a>	<a href="#">NHPRI</a>	<a href="#">NHPRI</a>	<a href="#">NHPRI</a>	<a href="#">UHC</a>	<a href="#">UHC</a>	<a href="#">UHC</a>	<a href="#">Tufts</a>	<a href="#">Aetna</a>	<a href="#">HP</a>	<a href="#">Cigna</a>	<a href="#">RI Medicaid</a>	<a href="#">CMS</a>
<b>Additional Credentialing</b>	None Required													
<b>Required Platform</b>	HIPAA -Compliant Platform not required													

\*Payment policy for participating providers. Some plans also offer for external providers. Grid applies to local provider network

**Telephone/Audio only Visit**

	BCBSRI-Medicare Advantage	BCBSRI (not incl out of state)	NHP RiteCare	NHP Commercial	NHP Duals	UHC-Comm	UHC-Medicare	UHC-Ritecare	Tufts	Aetna* (policy not updated)	Harvard Pilgrim	Cigna	RI Medicaid	Medicare
<b>Mirrors Real Time/Synchronous Policy</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No
<b>Parity (% of usual payment for F2F services)</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Visit Codes</b>	all appropriate services	all appropriate services	all appropriate services	all appropriate services	all appropriate services	all appropriate services	all appropriate services	all appropriate services	all appropriate services	G2010,G2012; 96156; 98966 - 98968; 99441-99443; 90791, 90792, 90832-90834; 90836-90840; 90839-90840; 90845-90847; 90853, 90863, 96116	all appropriate services	99201-99205/99211-99215	see RI Medicaid Policy Link	G2012 (5-10); 99441 (5-10), 99442 (11-20), 99443 (21-30); 99358 (30+); 98986-98988 for non E/M reporters.
<b>Modifier Codes</b>	CR	CR	CR	CR	CR	GT	GT	GT	GT	GT/95	GT/95	GQ	N/A	N/A
<b>Place of Service Codes</b>	02	02	02	02	02	11	11	11	02	11	02	11	02	11
<b>Patient Cost Sharing</b>	No cost sharing	No cost sharing	No cost sharing	No cost sharing	No cost sharing	No cost sharing	No cost sharing	No cost sharing	None for Primary Care of Behavioral Health, otherwise Cost Sharing Applies	No cost sharing	No cost sharing	Cost Sharing Applies	Cost Sharing Applies (usually N/A)	Cost Sharing Applies
<b>Payor Documentation Requirements and Other Special Notes</b>	*BCBSRI requires time spent to be documented to substantiate coding. Although BCBSRI only needs CR modifier, out of state plans likely utilize GT. For consistency, both modifiers can be used on all BCBSRI claims and the CR will be recognized for in state claims and GT will be recognized for out of state claims. Not all Blue Cross plans treat telephone-only the same as video, so plan specific policies should be validated.		Same as face to face visits			Same as face to face visits			None for Primary Care of Behavioral Health, otherwise Cost Sharing Applies ◦A statement that the service was provided using telemedicine or telephone consult; ◦The location of the patient; ◦The location of the provider; and ◦The names of all persons participating in the telemedicine service or telephone consultation service and their role in the encounter.	Same as face to face visits. *The Aetna policy has an insert that suggests audio-video, audio only and in-person are the same, but in other places it lists a small set of allowed codes. It may be lack of clarity, but the policy may be read as inconsistent with OHIC regulation if so limited. Self-insured accounts are not regulated by OHIC. Aetna has been contacted and awaiting clarification	Same as face to face visits	Same as face to face visits	Same as face to face visits. We are awaiting Medicaid clarification regarding inpatient services.	Allowed for new and established patients despite code language. Time based codes- document time.
<b>Link to Policy</b>	<a href="#">BCBSRI</a>	<a href="#">BCBSRI</a>	<a href="#">NHPRI</a>	<a href="#">NHPRI</a>	<a href="#">NHPRI</a>	<a href="#">UHC</a>	<a href="#">UHC</a>	<a href="#">UHC</a>	<a href="#">Tufts</a>	<a href="#">Aetna</a>	<a href="#">HP</a>	<a href="#">Cigna</a>	<a href="#">RI Medicaid</a>	<a href="#">CMS</a>
<b>Additional Credentialing</b>	None Required													
<b>Additional Requirements</b>	all providers	all providers	all providers	all providers	PCP only (in initial policy, presumably now all providers)	all providers	all providers	all providers	all providers	all providers	all providers	all providers	all providers	all providers

\*Payment policy for participating providers. Some plans also offer for external providers. Grid applies to local provider network

<b>Required Platform</b>	HIPAA -Compliant Platform not required
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**On-Line Digital Evaluation and Management-Rhode Island Payer Grid**

	BCBSRI-Medicare Advantage	BCBSRI	NHP Rite Care	NHP Commercial	NHP Duals	UHC-Comm	UHC-Medicare	UHC-Ritecare	Tufts	Aetna	Harvard Pilgrim	Cigna	RI Medicaid	Medicare
<b>Parity (% of usual payment for F2F services)</b>	Nonbillable	Nonbillable	Nonbillable	Nonbillable	Nonbillable	Covered	Covered	Covered	Nonbillable	Nonbillable	Covered	Nonbillable	Nonbillable	Covered
<b>Visit Codes</b>	N/A	N/A	N/A	N/A	N/A	99421-99423 for those who may report E/M; G2061-G2063 for those who may not report E/M	99421-99423 for those who may report E/M; G2061-G2063 for those who may not report E/M	99421-99423 for those who may report E/M; G2061-G2063 for those who may not report E/M	N/A	N/A	99421-99423	N/A	N/A	99421-99423 for those who may report E/M; G2061-G2063 for those who may not report E/M
<b>Modifier Codes</b>	N/A	N/A	N/A	N/A	N/A	None	None	None	N/A	N/A	None	N/A	N/A	None
<b>Place of Service Codes</b>	N/A	N/A	N/A	N/A	N/A	11	11	11	N/A	N/A	11	N/A	N/A	11
<b>Patient Cost Sharing</b>	N/A	N/A	N/A	N/A	N/A	Cost-sharing Applies	Cost-sharing Applies	Cost-sharing Applies	N/A	N/A	No cost share	N/A	N/A	Cost-sharing Applies
<b>Payor Specific Requirements</b>					Allowed for new and established patients despite code language. Time based codes-document time.									Allowed for new and established patients despite code language. Time based codes-document time.
<b>Link to Policy</b>	N/A	N/A	N/A	N/A	N/A	<a href="#">UHC</a>	<a href="#">UHC</a>	<a href="#">UHC</a>	N/A	N/A	<a href="#">HP</a>	N/A	N/A	<a href="#">CMS</a>
<b>Additional Credentialing</b>	None Required													
<b>Required Platform</b>	HIPAA -Compliant Platform not required*													
<b>Coding Guidelines</b>	Refer to CPT for guidelines. Must be established patient initiated using digital platform and requiring E/M. Time is not just on-line time.													

**Interprofessional Consultations (including "eConsult")**

	BCBSRI-MA	BCBSRI (not incl out of state)	NHP Rite Care	NHP Commercial	NHP Duals	UHC-Comm	UHC-Medicare	UHC-Ritecare	Tufts	Aetna	Harvard Pilgrim	Cigna	RI Medicaid	Medicare
<b>Parity (% of usual payment for F2F services)</b>	Nonbillable	Nonbillable	Nonbillable	Nonbillable	Nonbillable	Covered, same as Medicare FFS	Nonbillable	Covered, same as Medicare FFS	Nonbillable	Covered, same as Medicare FFS	Reimbursed for Facility Only	Nonbillable	Nonbillable	Covered, same as Medicare FFS
<b>Visit Codes</b>	N/A	N/A	N/A	N/A	N/A	99446-99449, 99451, 99452	N/A	99446-99449, 99451, 99452	N/A	99446-99449, 99451, 99452	N/A	N/A	N/A	99446-99449, 99451, 99452
<b>Modifier Codes</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Place of Service Codes</b>	N/A	N/A	N/A	N/A	N/A	patient POS	N/A	patient POS	N/A	patient POS	N/A	N/A	N/A	patient POS
<b>Patient Cost Sharing</b>	N/A	N/A	N/A	N/A	N/A	Cost-sharing Applies	N/A	Cost-sharing Applies	N/A	No Cost Share	N/A	N/A	N/A	Cost-sharing Applies
<b>Link to Policy</b>	N/A	N/A	N/A	N/A	N/A	<a href="#">UHC</a>	N/A	<a href="#">UHC</a>	N/A	N/A	N/A	N/A	N/A	<a href="#">CMS</a>
<b>Additional Credentialing</b>	None Required													
<b>Required Platform</b>	None Required													
<b>Other Requirements</b>	None - see coding guidelines													

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<b>Diagnosis Codes</b>	Signs and Symptoms with no definitive diagnosis, assign appropriate code for each sign and symptom such as: <b>R05, Cough; R06.02 Shortness of breath</b> Possible Exposure to COVID-19, but ruled out - <b>Z03.818, Encounter for observation for suspected exposure to other biological agents ruled out</b> Actual Exposure to someone with <b>confirmed</b> COVID-19 - <b>Z20.828, Contact with and (suspected) exposure to other viral communicable diseases.</b> COVID 19 - <b>U07.1</b> , effective 4/1/2020
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<b>Modifiers</b>	<b>GT</b>	Real time A/V interactive - See GT Acceptable Codes Tab
	<b>95</b>	Use Modifier GT unless explicitly noted by payor or for codes on 95 list and NOT on GT list

<b>Medical Nutrition Therapy</b>	Allowed by all insurers
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<b>Prolonged Services</b>	99358	Medicare pays for prolonged services 30+ minutes on a single day
<b>After Hours Codes</b>	99050, 99051	Covered by BCBSRI; Should be included by Medicaid and all Commercial plans based on guidance

**Policy Links**

<b>BCBSRI</b>	<a href="#">BCBSRI Standard Policies</a>
<b>BCBSRI Temp Telemedicine</b>	
<b>Preventive Policy</b>	<a href="#">BCBSRI Preventive Visits</a>
<b>BCBSRI Temp Telephone</b>	<a href="#">BCBSRI Temporary Policy</a>
<b>Medicare (CMS)</b>	<a href="#">CMS</a>
<b>FAQ</b>	<a href="#">Medicare FAQ</a>
<b>Telehealth CPT/HCPCS codes</b>	<a href="#">Telehealth CPT/HCPCS Codes</a>

**Modified Rule, providing guidance on use of Modifier 95 - see page 15 in paragraph beginning "To implement this change on an interim basis"**

<a href="#">Modified Rule</a>
<a href="#">Tufts</a>
<a href="#">UHC</a>
<a href="#">Aetna</a>
<a href="#">RI Medicaid</a>
<a href="#">NHPRI</a>
<a href="#">HP</a>
<a href="#">Cigna</a>

<b>Tufts</b>	<a href="#">Tufts</a>
<b>United</b>	<a href="#">UHC</a>
<b>Aetna</b>	<a href="#">Aetna</a>
<b>RI Medicaid</b>	<a href="#">RI Medicaid</a>
<b>NHPRI</b>	<a href="#">NHPRI</a>
<b>Harvard Pilgrim</b>	<a href="#">HP</a>
<b>Cigna</b>	<a href="#">Cigna</a>

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