

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		
	Modifiers:	95	95 or GT	95 or GT	95	95	95	95	95	95	95	95	None required	95	
	Place of Service:	11 - Office 19/22- Hosp OP	02 - Telehealth	11 - Office 19/22- Hosp OP	11 - Office 19/22- Hosp OP	11 - Office 19/22- Hosp OP	11 - Office 19/22- Hosp OP	11 - Office 19/22- Hosp OP	02 - Telehealth	11 - Office 19/22- Hosp OP	11 - Office 19/22- Hosp OP	11 - Office 19/22- Hosp OP	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	\$9.66-176.51 \$104.52-210.77 \$40.73-108.61	Not available	\$9.66-176.51 \$104.52-210.77 \$40.73-108.61	Not available	Not available	\$9.66-176.51 \$104.52-210.77 \$40.73-108.61	Not available	Not available	\$9.66-176.51 \$104.52-210.77 \$40.73-108.61
	Notes:	Complete list of approved telehealth codes: https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes Need to add -CS modifier for E/M encounter that result in order of test.	Complete list of approved telehealth codes: https://hmsa.my.salesforce.com/sfc/p/H1N000002CAOI/a/3m000000Mopp/8nV717xluTOKxYV8akr_q9tP3xa8ChU435nFrsoA	Complete list of approved telehealth codes: https://hmsa.my.salesforce.com/sfc/p/H1N000002CAOI/a/3m000000Mopp/8nV717xluTOKxYV8akr_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://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	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://uhealth.com/uploads/forms/form_mis_Telehealth-Telemedicine.pdf	Policy manual: https://manuals.health.mil/pages/DisplayManualHtmlFile/TP15/60/AsOf/TP15/c7s22_1.html?highlight=telemedicine https://www.alohaCare.org/userfiles/file/Telehealth%20Reference%20Payment%20Policy%202020-03-20.pdf
	Waiver effective dates:	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	3/1/20-5/31/20	Duration of PHE (public health emergency)	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 health emergency)	3/1/2020-duration of PHE (public health emergency)	Duration of PHE (public health emergency)	Duration of PHE (public health emergency)

	Medicare	HMSA			Ohana		UHC			AlohaCare		UHA	Triwest	
		Commercial	Quest	Medicare	Medicare	Quest	Medicare	Commercial	Quest	Medicare	Quest			
Virtual Check-in Telephone	CPT/HCPCS codes:	G2012 99441-99443	G2012 99441-99443	G2012 99441-99443	G2012 99441-99443	G2012 99441-99443	G2012 99441-99443	G2012 99441-99443	G2012 99441-99443	G2012 99441-99443	G2012 99441-99443	G2012 99441-99443	G2012 - Not covered 99441-99443	
	Modifiers:	95	None required	95	None required	None required	95	None required	None required	95	None required	95	None required	95
	Place of Service:	11 - Office 19/22- Hosp OP	02 - Telehealth	11 - Office 19/22- Hosp OP	11 - Office 19/22- Hosp OP	11 - Office 19/22- Hosp OP	11 - Office 19/22- Hosp OP	11 - Office 19/22- Hosp OP	02 - Telehealth	11 - Office 19/22- Hosp OP	11 - Office 19/22- Hosp OP	11 - Office 19/22- Hosp OP	02 - Telehealth	02 - Telehealth
	Reimbursement:	G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88	G2012 = \$16.75-17.17 99441-43 = Not available	G2012 = \$12.06 99441-43 = Not available	G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88	G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88	G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88	Not available	G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88	Not available	Not available	G2012 = \$13.67-15.32 99441-43 = \$26.85-116.88	Not available	99441-43 = Not available
	Notes:	New and Established patients Document total minutes spent Document verbal consent	New and Established patients Document total minutes spent Document verbal consent	New and Established patients Document total minutes spent Document verbal consent	New and Established patients Document total minutes spent Document verbal consent	New and Established patients Document total minutes spent Document verbal consent	New and Established patients Document total minutes spent Document verbal consent	New and Established patients Document total minutes spent Document verbal consent	New and Established patients Document total minutes spent Document verbal consent	New and Established patients Document total minutes spent Document verbal consent	New and Established patients Document total minutes spent Document verbal consent	New and Established patients Document total minutes spent Document verbal consent	New and Established patients Document total minutes spent Document verbal consent	New and Established patients Document total minutes spent Document verbal consent
	Waiver effective dates:	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	3/1/20-5/31/20	Duration of PHE (public health emergency)	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 health emergency)	3/1/2020-duration of PHE (public health emergency)	Duration of PHE (public health emergency)

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	Medicare	HMSA			Ohana		UHC			Alohacare		UHA	Triwest		
		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	99421-99423	99421-99423	
	Modifiers:	None required	None required	95	None required	None required	95	None required	None required	95	None required	95	None required	95	
	Place of Service:	11 - Office 19/22- Hosp OP	02 - Telehealth	11 - Office 19/22- Hosp OP	11 - Office 19/22- Hosp OP	11 - Office 19/22- Hosp OP	Not available	11 - Office 19/22- Hosp OP	02 - Telehealth	11 - Office 19/22- Hosp OP	11 - Office 19/22- Hosp OP	11 - Office 19/22- Hosp OP	11 - Office 19/22- Hosp OP	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	Not available	\$13.67-51.96 \$12.61-34.83	Not available	Not available	\$13.67-51.96 \$12.61-34.83	Not available	Not available	Fees not available	\$13.67-51.96 \$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	Established patients only	New and Established patients only	Established patients only	Established patients only	New and Established patients only	Established patients only	Established patients only	Established patients only	Established patients only
	Waiver effective dates:	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 emergency)	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 health emergency)	3/1/2020-duration of PHE (public health emergency)	Duration of PHE (public health emergency)	Duration of PHE (public health emergency)	Duration of PHE (public health emergency)

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