

UHC Telehealth Coding Changes

Effective with dates of service on and after Jan. 1, 2021, UnitedHealthcare will modify the Telehealth and Telemedicine Policy, including the following:

- Eligible telehealth services will only be considered for reimbursement under this policy when reported with place of service (POS) 02. This is consistent with the Centers for Medicare and Medicaid (CMS) billing and reimbursement guidelines. Telehealth claims with any other POS will not be considered eligible for reimbursement.
- Modifiers 95, GT, GQ or G0 may be appended to telehealth claims reported with POS 02, but the modifiers will be considered informational and not necessary to identify telehealth services.
- UnitedHealthcare will consider the member's home as an originating site for eligible services.
- Various codes will be eligible for consideration under the policy including codes listed in the current policy, as well as similar types of services rendered using interactive audio and video technology.
- Certain physical, occupational and speech therapy (PT/OT/ST) telehealth services using interactive audio and video technology will be considered for reimbursement when rendered by qualified health care professionals.
- The policy addresses additional provider-member electronic communication including virtual check-ins, remote patient monitoring and E-visits (non-face-to-face, member-initiated communications with providers using online patient portals).
- Payment will align with applicable state law.

Telehealth services must be rendered using live, interactive audio and video visits and recognized by:

- Centers for Medicare and Medicaid Services (CMS)
- American Medical Association (AMA) included in Appendix P of CPT® as telehealth
- UnitedHealthcare-identified services which can be effectively performed using telehealth.

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