

Federal Payer Telehealth and E-Visit Coverage



As things rapidly develop regarding the COVID-19 pandemic, payer policies around telehealth are continuously evolving. Below is a summary of the status of federal payers that are covering some form of telehealth — real-time audio/video, e-visits, virtual check-ins, and telephone assessment and management services — based on information they have released. The information is current as of the “Date Updated” for each payer, and APTA will continue to make weekly updates as new information is confirmed. This a summary only; refer to the payer policies for the most accurate and current information.

Payer	Details	Reference	Date Updated
Health Net Federal Services	<p>While APTA believes HNFS covers telehealth furnished by PTs (and possibly also PTAs), providers should contact HNFS directly to verify.</p> <p>For synchronous telemedicine services, bill using CPT or HCPCS codes with a GT modifier for the distant site and Q3014 for the originating site to distinguish telemedicine services. Use POS “02” in conjunction with the GT modifier. For asynchronous telemedicine services, bill using CPT or HCPCS codes with a GQ modifier and POS “02.” Note: You may indicate "Signature not required – distance telemedicine site" in the required patient signature field on the claim form. Authorization is required.</p>	<p>https://manuals.health.mil/pages/DisplayManualHtmlFile/TR15/30/AsOf/tp15/c7s22_1.html</p> <p>https://www.tricare-west.com/content/hnfs/home/tw/prov/res/provider_news/covid-19-outbreak--using-telemedicine-.html</p>	3/21/2020
Humana Military	<p>If a beneficiary meets all other criteria for a covered service for continuation of PT/OT (but not initiation of PT/OT), or for speech therapy, services are covered using telemedicine, using any coding modifiers as you would for a TRICARE network provider office visit.</p> <p>Use POS code 2.</p> <p>When billing for synchronous telemedicine services, use CPT or HCPCS codes with a GT modifier for distant site and Q3014 for originating site to distinguish telemedicine services.</p> <p>Or when billing asynchronous telemedicine services, use CPT or HCPCS codes with a GQ modifier.</p>	<p>https://manuals.health.mil/pages/DisplayManualHtmlFile/TR15/30/AsOf/tp15/c7s22_1.html</p> <p>https://www.humanamilitary.com/provider/education-and-resources/quick-access/policy-updates-and-alerts/COVID-19-telemedicine-031320</p>	3/21/2020

<p>Medicare FFS</p>	<p>Synchronous telehealth: Yes, for outpatient therapy providers (professional and institutional claims). POS code: Equal to what it would have been had the service been furnished in-person. Modifiers: 95, GP. CPT codes covered when furnished via telehealth: https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes E-visits and other remote forms of care: Yes, for outpatient therapy providers (professional and institutional claims). POS code: Location of billing practitioner. Modifier(s): GP on professional and institutional claims. https://www.cms.gov/files/document/MM11791.pdf</p>	<p>http://www.apta.org/PTinMotion/News/2020/4/30/CMSOpensTelehealth/</p> <p>http://www.apta.org/PTinMotion/News/2020/5/29/TelehealthInstitutionalSettings/</p> <p>https://www.apta.org/Telehealth/COVID-19/Modalities/</p>	<p>05/27/2020</p>
<p>Optum</p>	<p>Optum (VA Community Care Network Regions 1-3 contractor) has communicated to APTA that telehealth services furnished to veterans are covered.</p>	<p>https://www.va.gov/COMMUNITYCARE/docs/providers/COVID-19_Guidance-Letter.pdf</p> <p>Follow up with Optum: https://www.optum.com/resources/library/va-community-care-network.html</p>	<p>4/8/2020</p>
<p>TriWest</p>	<p>If you are serving veterans through the Patient-Centered Community Care (PC3) Program, you are allowed to use telehealth services to conduct virtual or phone appointments to reduce in-person visits to your office if you have an active authorization on file to conduct care.</p>	<p>https://www.triwest.com/en/va/provider/welcome</p>	<p>3/21/2020</p>

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