

# Telehealth Billing Guide for Providers

LAST UPDATED: MARCH 26, 2020

**All codes should be billed with Place of Service Code 02 – Telehealth.** No modifier is required at this time. Only the codes listed below have been approved for use during the expanded telehealth period (COVID-19 response).

For the codes listed below, established rules of oversight and scope of practice apply consistent with a care provider’s governing body and the state of Alabama, as well as established guidelines listed in the respective provider manuals available on *ProviderAccess*.

Providers are not required to have a telemedicine attestation to perform the services listed below.

Blue Advantage®				
Telehealth Service	Requirements	Eligible Members	Eligible Providers	Notes
G2010	Remote evaluation of recorded video and/or images submitted by an established patient including interpretation and follow-up with the patient within 24 business hours. Not related to an E/M service provided in the previous 7 days or within next 24 hours.	Blue Advantage, established patients	Blue Advantage providers	Services should be representative of medically necessary evaluation and management. Standard documentation applies.  Verbal consent required and documented prior to initiation of services.
G2012	Brief communication, technology-based service (virtual check-in) provided by physician or other qualified healthcare professional who can report evaluation and management services. Not related to an E/M service	Blue Advantage, established patients	Blue Advantage providers	5-10 minutes of medical discussion documented in the medical record. Services should be representative of medically necessary evaluation and management.  Verbal consent required and documented prior to initiation of services.



# Telehealth Billing Guide for Providers

LAST UPDATED: MARCH 26, 2020

	provided in the previous 7 days or within the next 24 hours.			
99201-99203	May be performed via telephone call (audio with or without visual component).	Blue Advantage, new patients	Blue Advantage providers	Services should be representative of medically necessary evaluation and management. New patient visits typically require a physical exam; however, we understand that cannot occur telephonically. Include a notation that the visit was performed telephonically and document any subjective information available by the patient (patient reported temperature or other vitals) or objective details (e.g., labored breathing). <a href="https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet">https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet</a>
99211-99213	May be performed via telephone call (audio with or without visual component).	Blue Advantage, established patients	Blue Advantage providers	Services should be representative of medically necessary evaluation and management.
Behavioral Health through New Directions Behavioral Health (NDBH)	Review the <a href="#">NDBH memo</a>	Blue Advantage, new or established patients	NDBH credentialed providers	Standard utilization limits/benefits apply.  <b>Partial Hospitalization Program (PHP) /Intensive Outpatient Program (IOP) information is coming soon and will be updated in this guide.</b>
G0438/G0439	May be performed via telephone call (audio with or without visual component).	Blue Advantage, new or established patients	Blue Advantage providers	Standard AWW documentation applies. BMI and BP are not required when performed via telehealth.
D0140	May be performed via telephone call (audio with or without visual component).	Blue Advantage, new or established patients	Blue Advantage Dental providers	Limited oral evaluation, problem-focused. This may be used for screening of members who call in with dental



# Telehealth Billing Guide for Providers

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				complaints to screen for true emergencies that need immediate care.
D0170	May be performed via telephone call (audio with or without visual component).	Blue Advantage established patients	Blue Advantage Dental providers	Re-evaluation, limited problem focused (established patient, not post-operative visit).
99451	May be performed via telephone call (audio with or without visual component).	Blue Advantage, new or established patients	Blue Advantage providers	Interprofessional telephone, internet, electronic health record assessment and management service provided by a consultative physician, including a written report to the patient's treating/requesting physician or other qualified healthcare professional, 5 minutes or more of medical consultative time.
99452	May be performed via telephone call (audio with or without visual component).	Blue Advantage, new or established patients	Blue Advantage providers	Interprofessional telephone, internet, electronic health record referral service(s) provided by a treating/requesting physician or other qualified healthcare professional, 30 minutes.
97161-97163	Must be performed with audio <b>AND</b> visual technology.	Blue Advantage, new or established patients	Blue Advantage participating Physical Therapists	Physical therapy evaluation: low complexity, moderate complexity or high complexity. Please notate the visit as a telehealth visit. <b>Max therapy limits apply to telehealth services as they would in person.</b>
97165-97166	Must be performed with audio <b>AND</b> visual technology.	Blue Advantage, new or established patients	Blue Advantage participating Occupational Therapists	Occupational therapy evaluation: low complexity and moderate complexity. Please notate the visit as a telehealth visit. <b>Max therapy limits apply to telehealth services as they would in person.</b>
97530	Must be performed with audio <b>AND</b> visual technology.	Blue Advantage, new or established patients	Blue Advantage participating Occupational Therapists	Therapeutic activities, direct (one-on-one). <b>Max therapy limits apply to telehealth services as they would in person.</b>



BlueCross BlueShield of Alabama

# Telehealth Billing Guide for Providers

LAST UPDATED: MARCH 26, 2020

97535 with modifier -59	Must be performed with audio <b>AND</b> visual technology.	Blue Advantage, new or established patients	Blue Advantage participating Occupational Therapists	Self-Care/Home Management Training. <b>Max therapy limits apply to telehealth services as they would in person.</b>
92507	Must be performed with audio <b>AND</b> visual technology.	Blue Advantage, new or established patients	Blue Advantage participating Speech Therapists	Treatment of speech, language, voice, communication, and/or auditory processing disorder; individual. <b>Max therapy limits apply to telehealth services as they would in person.</b>
92523	Must be performed with audio <b>AND</b> visual technology.	Blue Advantage, new or established patients	Blue Advantage participating Speech Therapists	Evaluation of speech sound production (e.g., articulation, phonological process, apraxia, dysarthria); <b>with</b> evaluation of language comprehension and expression (e.g., receptive and expressive language). <b>Max therapy limits apply to telehealth services as they would in person.</b>



BlueCross BlueShield of Alabama

# Telehealth Billing Guide for Providers

LAST UPDATED: MARCH 26, 2020

Alabama Blue Members (Commercial/Regular Business)				
Telehealth Service	Requirements	Eligible Members	Eligible Providers	Notes
99201-99203	May be performed via telephone call (audio with or without visual component).	All Alabama Blue members	In-network PMD and Physician Extender (includes Select)	Services should be representative of medically necessary evaluation and management.  New patient visits typically require a physical exam. Please be sure to include a notation that the visit was performed telephonically. Please also document any subjective information available by the patient (patient reported temperature or other vitals).
99211-99213	May be performed via telephone call (audio with or without visual component).	All Alabama Blue members	In-network PMD and Physician Extender (includes Select)	Services should be representative of medically necessary evaluation and management. Standard documentation applies for meeting the components of an E/M.
Behavioral Health through NDBH	Review the <a href="#">NDBH memo.</a>	All Alabama Blue members with NDBH benefits (check E/B)	NDBH credentialed providers	Standard utilization limits/benefits apply. <b>PHP/IOP information is coming soon and will be updated in this guide.</b>
D0140	May be performed via telephone call (audio with or without visual component).	All Alabama Blue new or established patients (check E/B for dental coverage)	BCBSAL Preferred Dental providers	Limited oral evaluation, problem focused. This may be used for screening of members who call in with dental complaints to screen for true emergencies which need immediate care.
D0170	May be performed via telephone call (audio with or without visual component).	All Alabama Blue established patients (check E/B for dental coverage)	BCBSAL Preferred Dental providers	Re-evaluation, limited problem focused (established patient, not post-operative visit).



# Telehealth Billing Guide for Providers

LAST UPDATED: MARCH 26, 2020

99451	May be performed via telephone call (audio with or without visual component)	All Alabama Blue, new or established patients	BCBSAL PMD providers (includes Select)	Interprofessional telephone, internet, electronic health record assessment and management service provided by a consultative physician, including a written report to the patient's treating/requesting physician or other qualified health care professional, 5 minutes or more of medical consultative time.
99452	May be performed via telephone call (audio with or without visual component).	All Alabama Blue, new or established patients	BCBSAL PMD providers (includes Select)	Interprofessional telephone, internet, electronic health record referral service(s) provided by a treating/requesting physician or other qualified health care professional, 30 minutes.
97161-97163	Must be performed with audio <b>AND</b> visual technology.	All Alabama Blue, new or established patients	Preferred Physical Therapists	Physical therapy evaluation: low complexity, moderate complexity or high complexity. Please notate the visit as a telehealth visit. <b>Max therapy limits apply to telehealth services as they would in person.</b>
97165-97166	Must be performed with audio <b>AND</b> visual technology.	All Alabama Blue, new or established patients	Preferred Occupational Therapists	Occupational therapy evaluation: low complexity and moderate complexity. Please notate the visit as a telehealth visit. <b>Max therapy limits apply to telehealth services as they would in person.</b>
97530	Must be performed with audio <b>AND</b> visual technology.	All Alabama Blue, new or established patients	Preferred Occupational Therapists	Therapeutic activities, direct (one-on-one). <b>Max therapy limits apply to telehealth services as they would in person.</b>



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97535-59	Must be performed with audio <b>AND</b> visual technology.	All Alabama Blue, new or established patients	Preferred Occupational Therapists	Self-Care/Home Management Training. <b>Max therapy limits apply to telehealth services as they would in person.</b>
92507	Must be performed with audio <b>AND</b> visual technology.	All Alabama Blue, new or established patients	Preferred Speech Therapists	Treatment of speech, language, voice, communication, and/or auditory processing disorder; individual. <b>Max therapy limits apply to telehealth services as they would in person.</b>
92523	Must be performed with audio <b>AND</b> visual technology.	All Alabama Blue, new or established patients	Preferred Speech Therapists	Evaluation of speech sound production (e.g., articulation, phonological process, apraxia, dysarthria); <b>with</b> evaluation of language comprehension and expression (e.g., receptive and expressive language). <b>Max therapy limits apply to telehealth services as they would in person.</b>

**Note:** The information in this billing guide is subject to change. Check [AlabamaBlue.com/providers/coronavirus](https://alabamablue.com/providers/coronavirus) for the most current information.

## Revision History:

- March 24, 2020 – Codes added: D0140, D0170
- March 25, 2020 – Codes added: 99451, 99452
- March 26, 2020 – Codes added: 97161-97163, 92507, 92523, 97530, 97165, 97166, 97535

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