MEMO:

TO: Marshall Health Providers and Billing teams

FROM: The office of coding Compliance

ATTENTION: During this Public Health Emergency (COVID-19 Pandemic) we need to be treating/seeing ALL patients with as many as possible through a telehealth service, so that we can limit possible exposure. Telehealth has allowed us to continue to see patients without having to cancel or reschedule appointments. At this time we are asking providers focus on treating patients and leaving the billing to the billing teams.

You can rest assured that Anastacia will be teaming up with Tim Allman and his team to fight each denial if and when we receive any. A provider's number one priority remains to be the patient and to provide quality care to them especially during this pandemic.

This remains to be an ever evolving situation with the payers, we will continue to update as needed and redistribute

==Updated Monday April 6, 2020 3:00PM==

Insurance payer	Mode accepted	Codes accepted	POS	Modifier
Medicare	-Audio only -Video and audio	G2012- virtual check in 99441-99443- audio only telephone service 99201-99215- video and audio enabled (teams…zoom…)	11	95
Highmark	-Audio only -Video and audio	G2012- virtual check in 99441-99443- audio only telephone service 99201-99215- video and audio enabled (teams…zoom…)	11	
PEIA	-Audio only -Audio and video	99211-99213 Telephone service (audio only) Video and audio enabled (teams…zoom…)	11	95
WV Medicaid	-Audio and video	G2012- virtual check in	02	GT
Humana	-Audio only -Audio and video	Following CMS guidelines G2012- virtual check in 99441-99443- audio only 99201-99215- video and audio enabled (teams…zoom…)	?**	?**
Aetna	-Audio and video	99201-99215	11	95

?** still waiting to hear back from payer

This is all subject to change

Reference links:

https://www.cms.gov/files/document/covid-19-physicians-and-practitioners.pdf

https://www.palmettogba.com/palmetto/providers.nsf/DocsCat/Providers~JM%20Part%20B~Browse%20by%20Topic~Emergency%20and%20Disaster%20Instructions~BN8Q952660?open

https://www.ama-assn.org/system/files/2020-04/covid-19-coding-advice.pdf

https://peia.wv.gov/news_center/Pages/COVID19.aspx

https://hwvbcbs.highmarkprc.com/COVID-19/COVID-19-CORONAVIRUS-INFORMATION-FOR-PROVIDERS

https://dhhr.wv.gov/bms/Provider/Documents/Manuals/Chapter%20519%20Practitioner%20Services/Policy_519.17_Telehealth%20Final%20Approved.pdf