

n05667
Telehealth Policy

Values

Accountability • Integrity • Service Excellence • Innovation • Collaboration

Abstract Purpose:

This reimbursement policy outlines Network Health's process, for all lines of business, when claims are submitted for telemedicine or telehealth services.

Policy Detail:

- I. Network Health will reimburse for telehealth services in accordance with the Centers for Medicare and Medicaid Services (CMS).
- II. CMS has authorized specific originating sites as "eligible" for furnishing a telehealth service. In alignment with CMS the eligible originating sites are:
 - A. The office of a physician or practitioner
 - B. A hospital (inpatient or outpatient)
 - C. A Critical Access Hospital (CAH)
 - D. A rural health clinic (RHC)
 - E. A federally qualified health center (FQHC)
 - F. A hospital-based or critical access hospital based renal dialysis center (including satellites)
 - G. A Skilled nursing facility (SNF)
 - H. A community mental health center (CMHC)
- III. Providers may append modifier '95/*Synchronous telemedicine service rendered via a real time interactive audio and video telecommunications system*' for services that are typically performed face-to-face, however the service was performed by an eligible practitioner via interactive audiovisual telecommunications.
- IV. The distant site is where the rendering provider is located during the telehealth visit. The claim will be submitted with either Place of Service 02 or Place of Service 10.
 - A. Place of Service 02 - Telehealth provided other than in patient's home
 - B. Place of Service 10 - Telehealth provided in patient's home (effective 1/1/2022)
 1. Place of Service 10 is not recognized by CMS.

- V. Network Health will not reimburse for telehealth services submitted with modifier '*GQ/Via asynchronous telecommunications system*', because these services do not include direct in-person patient contact.
- VI. CMS has also authorized which practitioners may be reimbursed for telehealth services:
 - A. Physician
 - B. Nurse Practitioner
 - C. Physician Assistant
 - D. Nurse-midwife
 - E. Clinical nurse specialist
 - F. Clinical psychologist
 - G. Clinical social worker
 - H. Registered dietician or nutrition professional

Definitions:

Telehealth: The provision of healthcare remotely by means of telecommunications technology.

Telemedicine: The digital transmission of remote medical diagnosis, evaluations, and video consultations and electronic communications.

Regulatory Citations:

Centers for Medicare and Medicaid Services (CMS)

Origination Date: 3/12/2020

Update Date: 11/27/2023

Next Review Date: 11/27/2024