



Use of Telehealth Services During the COVID-19 Public Health Emergency for CHOICE Total Medicare Providers

Effective March 6, 2020, in accordance with CMS guidance, use of telehealth services during COVID-19 is permitted.

VNSNY CHOICE Total (HMO D-SNP) will expand eligibility coverage of telehealth services for CHOICE Total members. This applies to covered services including those provided by primary care doctors, specialists, therapists, and mental health professionals.

While the information below provides billing-related guidance, VNSNY CHOICE Total expects Providers to check the CMS and NYSDOH websites frequently for the latest guidance.

Coding Information

CHOICE Total is prepared to accept claims for telehealth services that are consistent with previous announcements when modifiers 95 or GT are appended to CPT or HCPCS codes that ordinarily describe face-to-face services, including but not limited to:

- Professional services related to diagnosis or treatment of COVID-19
- Routine care
- Therapy
- Mental Health care through our partner Beacon Health

During the current public health emergency, reimbursement for our CHOICE Total members will include services under CMS guidance when provided by our in-network providers using interactive audio and video telecommunications system that permits real-time

interactive communication; alternative technologies commonly available on smartphones, tablets, and/or other devices as listed below:

- Telehealth Services (Both synchronous audio and visual required)
- Online Patient Portal Communication (Patient-initiated virtual check-ins)

For Telehealth services rendered, the provider should bill as follows:

- Use CMS designated place of service (POS) '02'.
- Use CMS designated CPT telehealth modifier '95' with any place of service, or 'GT' to the appropriate embed link to [procedure codes listed here](#). *NOTE: This list of services is furnished by the current CMS guidelines and subject to updates and changes by CMS.*
- Follow current coding guidelines set forth by the American Medical Assistance, Current Procedural Terminology Professional Edition and associated publications and services.

Important links for Medicare Providers:

[Read the CMS Fact Sheet on Medicare Telemedicine](#)

[Read the CMS Frequently Asked Questions on Telehealth](#)

[Read the Waiver or Modification of Requirements Under Section 1135 of the SSA](#)

[See the CMS Provider-Specific Telehealth Fact Sheet](#)

NYS DOH Guidance for Medicaid Telehealth

[Read our 3/27 eblast on Medicaid Telehealth during the COVID-19 Emergency](#)

[See NYS DOH Medicaid Guidance for Providers](#)

Behavioral Health

During this national public health emergency, our partner Beacon Health is issuing new policies to serve our members and ensure access to care.

Please visit www.beaconhealthoptions.com/coronavirus for the latest updates.

Have questions?

For questions related to coverage and billing at VNSNY CHOICE Health Plans, please call your dedicated Provider Relations representative or call

VNSNY CHOICE Provider Services

Please call toll free: 1-866-783-0222

TTY for the hearing impaired: 711

Monday – Friday, 9 am – 5 pm

**Thank you for being part of the
VNSNY CHOICE Provider network!**

We want to make this publication useful to you. Please let us know what you think! Write to us at CHOICEProviderNews@vnsny.org.

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