



# Administrative Policy

**Subject: Virtual Visits - Professional**

**Effective Date: November 1, 2023**

## Disclaimer

These policies serve as a guide to assist you in accurate claims submissions and to outline the basis for reimbursement if the service is covered by a member's Wellpoint Life and Health Insurance Company (Wellpoint) benefit plan. The determination that a service, procedure, item, etc. is covered under a member's benefit plan is not a determination that you will be reimbursed. Services must meet authorization and medical necessity guidelines appropriate to the procedure and diagnosis as well as to the member's state of residence. You must follow proper billing and submission guidelines. You are required to use industry standard, compliant codes on all claim submissions. Services should be billed with Current Procedure Terminology (CPT) codes, Healthcare Common Procedure Coding System (HCPCS) codes and/or Revenue codes. The codes denote the services and/or procedures performed. The billed code(s) are required to be fully supported in the medical record and/or office notes. Unless otherwise noted within the policy, our policies apply to both Participating and Non-Participating providers. If appropriate coding/billing guidelines or current reimbursement policies are not followed, Wellpoint may:

- Reject or deny the claim
- Recover and/or recoup claim payment

These policies may be superseded by provider or state contract language, or state, federal requirements or mandates. We strive to minimize delays in policy implementation. If there is a delay, we reserve the right to recoup and/or recover claims payment to the effective date, in accordance with the policy. Wellpoint reserves the right to review and revise these policies periodically when necessary. When there is an update we will publish the most current policy to the website.

## Policy

Wellpoint allows reimbursement for professional Virtual Visits when interactive services occur between the member and the provider, when they are not in the same location, unless provider, state, or federal contracts and/or mandates indicate otherwise. Reimbursement for telemedicine visits, when billed with an in person code and a telehealth modifier or place of service, will be reimbursed at 50% of the contractual in person rate. Telemedicine visits, when billed with a telemedicine CPT code, shall be reimbursed at the contractual rate, and will not be discounted.

### Reimbursable:

#### Professional:

Professional Virtual Visits rendered at the distant site, via live video through a secure and private data connection, and must be submitted with the following:

- Place of service (02) or (10) to indicate Telehealth place of service
- The appropriate CPT/HCPCS code
- The applicable Telehealth/Telemedicine modifier indicated in the Related Coding section

Services reported by a professional provider with a place of service Telehealth (02) or (10) will be eligible for office place of service reimbursement.

Professional Virtual Visits rendered for Remote Patient Monitoring must be submitted with the following:

- Place of service appropriate to the location of the billing provider
- The appropriate CPT/HCPCS code

**Non-Reimbursable:**

- Non-direct member services other than Remote Patient Monitoring
- Services that require equipment and/or direct physical hands on care that cannot be provided remotely
- Services rendered virtually that are not eligible for reimbursement when rendered to the member in-person
- Services rendered by facsimile, e-mail, instant messaging, electronic chart, or other electronic communication
- Services that do not represent real-time interaction between a member located at the originating site and a provider located at a distant site.
- PT/OT/ST services provided without live audio/visual communication

Note: In person services not rendered in an office setting are not eligible for virtual reimbursement under this policy.

**Related Coding:** For state-specific lists related to allowable Virtual Visits please refer to applicable state mandates.

Code	Description	Comments
Modifier 93	Synchronous Telemedicine Service Rendered Via Telephone or Other Real-Time Interactive Audio-Only Telecommunications System	Required when no Telehealth/Telemedicine specific code has been reported
Modifier 95	Synchronous Telemedicine Service Rendered Via a Real-Time Interactive Audio and Video Telecommunications System	Required when no Telehealth/Telemedicine specific code has been reported
Modifier FQ	The service was furnished using audio-only communication technology	Applies to Behavioral Health Services
Modifier GQ	Via asynchronous telecommunications system	Required when no Telehealth/Telemedicine specific code has been reported
Modifier GT	Via interactive audio and video telecommunication systems	Required when no Telehealth/Telemedicine specific code has been reported

Policy History	
11/01/2023	Added reimbursement rate for virtual visits.
04/13/2022	Review request approved and effective. Added modifiers 93 and FQ. Updated Policy Section to Administration.
01/01/2022	Policy updated to include place of service 10. Removed all facility provider language.
07/21/2021	Review effective 11/01/2021: removed “Services rendered by audio only communication” from the Non-reimbursable section.
07/09/2021	Biennial review approved and effective 11/01/2021: Updated policy name to Virtual Visits, updated policy language to define services allowed and not allowed for reimbursement for professional and facility. Added covered code lists to Related Coding section, updated Definitions and Reference and Research sections.
07/19/2019	Biennial Review approved 07/19/2019: removed language “health plan approved” telehealth program and example “Livehealth Online”, added “instant messaging or other electronic communication” to the not eligible for reimbursement list
07/11/2017	Revised: added brackets in policy language, updated language on modifiers
12/06/2016	Revised: added place of service code “02”, and codes G0508 and G0509 effective 01/01/17
10/04/2016	Revised: added Modifier 95 effective 01/01/17
03/01/2016	Revised: add code G0427
10/06/2015	Revised: minor update, bracketing codes based on local policies
08/04/2015	Annual Review: revising document based on state mandates, removed telemedicine information, changed policy statement to comply with mandates, modifiers GQ, GT updated, CPT & HCPC codes moved to table format, removed all codes not related to telehealth
08/05/2014	Annual Review: minor updates including copyright date
08/06/2013	Revised: Minor language updates and spelling corrections
04/02/2013	Revised: added G0459 eff 01/01/13
01/08/2013	Revised: removed deleted CPT codes 90801-90802, 90804-90809, and 90863, added new 2013 CPT codes 90791-90792, 90832-90838 and 90863, Updated language CPT codes that are not eligible for reimbursement
09/11/2012	Annual Review with Revisions: Updated HCPC descriptions to match 2012 HCPC language update, updated Q3014 not eligible for separate reimbursement, added brackets for 99444 pilot program
09/13/2011	Revised: CPT 98969 added to Bundled Services Policy and moved as 2 <sup>nd</sup> bullet point
01/04/2011	Annual review: no changes
12/17/2008	Revised: Definitions revised, policy section updated to add covered and non-covered services, new HCPC codes G0425-G0427 added eff. 01/01/10

**Policy History**

11/24/2008	Revised: Policy format revised, added new CPT codes 0188T-0189T eff 07/01/08, and new HCPC codes G0406-G0408
03/10/2008	Initial policy approval and effective date

**References and Research Materials**

This policy has been developed through consideration of the following:

- American Medical Association (AMA) Current Procedural Terminology (CPT®) Professional Edition 2020
- American Academy of Family Physicians (AAFP)
- Center for Connected Health Policy: The National Telehealth Policy Resource Center
- Healthcare Common Procedure Coding System (HCPCS Level II)
- CMS (42 CFR 410.78)
- Optum360 EncoderPro 2021

**Definitions**

Distant Site	The site where the physician or practitioner, providing the professional service, is located at the time the service is provided via a telecommunications system.
Originating Site	The location of the member at the time the service being furnished via a telecommunications system.
Remote Patient Monitoring/ Remote Physiologic Monitoring	Treatment management services provided by medical professionals to manage a patient under a specific treatment plan via live interactive communication or store and forward through a medical device defined by the FDA, and ordered by a physician, or through
Store and Forward	The transmission of a member’s medical information from an originating site to the physician or practitioner at the distant site. The physician or practitioner at the distant site can review the medical case without the member being present
Telehealth / Telemedicine	The use of interactive telecommunications equipment that includes, at a minimum, audio and video equipment permitting two-way, real time interactive communication between the patient, and the physician or practitioner at the distant site.
Virtual Visits	Technology based services including: <ul style="list-style-type: none"> <li>▪ Telehealth/ Telemedicine services</li> <li>▪ e-visits</li> <li>▪ virtual check-ins</li> <li>▪ telephone visits</li> <li>▪ remote patient monitoring</li> </ul>
General Reimbursement Policy Definitions	

**Related Policies and Materials**

Bundled Services and Supplies

Documentation and Reporting Guidelines for Evaluation and Management Services

Place of Service

Scope of License

See Anthem.com Administrative Policy: Allowed Virtual Services (Telehealth/Telemedicine) - (Excludes Maine and New Hampshire)

**Use of Reimbursement Policy**

This policy is subject to federal and state laws, to the extent applicable, as well as the terms, conditions, and limitations of a member's benefits on the date of service. Reimbursement Policy is constantly evolving, and we reserve the right to review and update these policies periodically. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without permission from Wellpoint.