![El Paso Health logo — HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.]

MEMORANDUM

TO:	Valued Medicaid and CHIP Providers
FROM:	El Paso Health
DATE:	June 30, 2021
RE:	Update COVID – 19: Telemedicine, Telehealth & Telephone Services

Telemedicine and Telehealth Services

Providers in the El Paso Health Network can provide telehealth and telemedicine for certain medical and behavioral health services to promote continuity of care for our members. These virtual services allow providers to continue treatment by utilizing telecommunications technology and are considered as an in-office visit.

Prior authorization is still required for services listed on the *El Paso Health Prior Authorization Flyer*. Copays are **not applicable** to these services for CHIP members.

Telephone (Audio Only) / Telemedicine Claims Billing Information – Medical Services

Providers may bill the following codes for telephone (audio only) and telemedicine medical (physician delivered) evaluation and management services delivered on March 20, 2020 through July 31, 2021:

Description of Services	Procedure Codes	POS
Evaluation and Management (E/M)	99201, 99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215	02

Key Details:
To promote continuity of care during the COVID-19 (coronavirus) response, HHSC is authorizing providers to bill these codes for telephone (audio-only) medical (physician delivered) evaluation and management services for dates of service between March 20, 2020 through July 31, 2021.

Providers should continue to use the 95 modifier to indicate that remote delivery has occurred.

Telephonic evaluation and management services are not to be billed if clinical decision-making dictates a need to see the member for an in-person or

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telemedicine (video) office visit within 24 hours or at the next available appointment. In those circumstances, the telephone service shall be considered a part of the subsequent office visit.

If the telephone call follows an office visit performed and reported within the past seven calendar days for the same diagnosis, then the telephone services are considered part of the previous office visit and are not separately billed.

Telephone (Audio-Only) / Telehealth Claims Billing Information – Behavioral Health Services

Providers may bill to receive Medicaid reimbursement for the following behavioral health services delivered by telephone (audio only) and telehealth for dates of service March 20, 2020 through July 31, 2021:

Description of Services	Procedure Codes	POS
Psychiatric Diagnostic Evaluation	90791, 90792	02
Psychotherapy	90832, 90834, 90837, 90846, 90847, 90853	
Peer Specialist Services	H0038	
Screening, Brief Intervention and Referral to Treatment (SBIRT)	H0049, G2011, 99408	
Substance Use Disorder Services	H0001, H0004, H0005	
Mental Health Rehabilitation	H0034, H2011, H2012, H2014, H2017	

Key Details:

HHSC is permitting the use of these codes for reimbursement of telephone (audio-only) delivered behavioral health services from March 20, 2020, through July 31, 2021.

Providers should continue to use the 95 modifier to indicate that remote delivery has occurred.

FIRSTCall Medical Advice Infoline

As an added support to El Paso Health STAR and CHIP members during this time, please note members may call our 24-hour First Call Medical Advice Info line to speak to professionals regarding health questions.

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First Call Medical Advice Infoline
1-844-549-2826

Please contact our Provider Relations Department at 915-532-3778 for any questions regarding this information.

El Paso Health will provide updates as new information is received.

Resources:

El Paso Health Prior Authorization Flyer
http://www.elpasohealth.com/pdf/STAR_CHIP%20Pre-Authorization%20Flyer%20EFF%2010.1.2020.pdf

HHSC Telehealth Services
https://hhs.texas.gov/services/health/coronavirus-covid-19/medicaid-chip-services-information-providers

Texas Medicaid Provider Procedures Manual -Telecommunication Services Handbook
https://www.tmhp.com/sites/default/files/file-library/resources/provider-manuals/tmppm/pdf-chapters/2021/2021-02-february/2_Telecommunication_Srvs.pdf