



**MEMORANDUM**

**TO:** Valued Health Care Option Providers

**FROM:** Health Care Options

**DATE:** July 31, 2020

**RE:** COVID – 19: Telemedicine & Telephone Services

**Telemedicine**

Providers with Health Care Options can provide telemedicine for covered medical services only 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.

Telemedicine do not require a prior authorization with an in-network provider. Co-pays are not applicable to these services for Health Care Options members.

**Telephone (Audio-Only) Claims Billing Information – Medical Services**

Providers may bill the following codes for telephone (audio only) medical (physician delivered) evaluation and management services delivered on March 20, 2020 through October 23, 2020:

Description of Services	Procedure Codes	POS	Modifier
Evaluation and Management (E/M)	99201, 99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215	02	95

**Key Details:**

To promote continuity of care during the COVID-19 (coronavirus) response, Health Care Options 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 October 23, 2020.

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



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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 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.

### **FIRSTCall Medical Advice Infoline**

As an added support to Health Care Options members during this time, please note members may call our 24-hour FirstCall Medical Advice Infoline to speak to professionals regarding health questions.

**FirstCall Medical Advice Infoline**  
**1-844-549-2826**

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

Health Care Options will provide updates as new information is received.

Resources:

Coronavirus Disease 2019 (COVID-2019)  
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Frequently Asked Questions and Answers  
<https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

Healthcare Professionals: Frequently Asked Questions and Answers  
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/faq.html>

Information for Healthcare Professionals  
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/index.html>