



April 10, 2020

Telehealth Services Update

IHN, Samaritan Advantage, Commercial and Choice Plans

As we continue to receive several questions and concerns about COVID-19 and the continuing outbreak, we are gathering resources to keep you informed of benefit changes for your patients. We are working closely with state agencies to develop measures to expand and update policies to address clinician needs.

Effective immediately, we are expanding our telehealth policies for our Medicare Advantage, Medicaid, Choice and Commercial membership to allow patients and clinicians to connect easily and safely during the COVID-19 outbreak.

Clinician contracts do not need to be updated or amended to allow for reimbursement of telehealth services.

For Medicare Advantage (effective March 1, 2020), Choice and Commercial members (effective January 1, 2020), Samaritan Health Plans will eliminate out-of-pocket costs for telehealth services performed by in-network clinicians over the phone, video or internet for the duration of the COVID-19 outbreak.

We encourage you to share this information with your clinicians and coders to ensure they are kept current on billing and reimbursement requirements for COVID-19 cases.

Medicare Advantage Billing Guidance

All CPT/HCPCS codes, payable as telehealth when billed with modifier 95 and using the same place of service as if the services had been rendered in person, will be covered.

Please reference the Centers for Medicare and Medicaid Services' website for the most up to date list of [telehealth services payable under Medicare](#):

<https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes>.

Commercial and Choice Billing Guidance

All CPT/HCPCS codes payable as telehealth when billed with Place of Service (POS) 02, will be covered.

IHN-CCO Billing Guidance

All CPT/HCPCS code payable as telehealth when billed with Place of Service (POS) 02, will be covered. Based on OHA guidance, services delivered by telephone when synchronous audio and video are not available to the member, can be billed without modifiers but require POS 02.

Please reference [OHA's website](#) for the most up to date information:

<https://www.oregon.gov/OHA/HSD/OHP/Pages/COVID-19.aspx>