

**COVID-19 Information for our Health Care Provider Partners****-PLEASE SHARE WITH ALL PRACTICE LOCATIONS AND PERTINENT STAFF-****To: Participating Physical, Occupational and Speech Therapists****Date: April 10, 2020****Subject: Use of Telehealth for Therapy Visits**

To assist our participating providers in delivering care to our members during the COVID-19 State of Emergency, Excellus BlueCross BlueShield will provide reimbursement for some therapy codes when they are provided via telehealth and will also provide reimbursement for telephone services and online evaluations from physical, occupational and speech therapists. This update is effective for dates of service beginning March 13, 2020 and is applicable to all lines of business.

This temporary contingency during the State of Emergency will ensure that our members have access to their therapy providers from the safety of their homes, with no barriers to care even if they do not have video capability. It's important to note that there is no member cost-share (i.e., copay, coinsurance, deductible) for any telehealth services during the State of Emergency.

During the COVID-19 State of Emergency only, Excellus BCBS will reimburse you for certain physical, occupational and speech therapy services performed via telehealth (audio-video or telephone only) when they are:

- appropriate for delivery through telemedicine
- covered under the member's benefits
- preauthorized (therapy services related to a hospital discharge after March 13, 2020 do not require preauthorization)

Therapy codes billed via telehealth will count against the member's therapy visit limits and may require preauthorization, just like in-person therapy visits.

It's important to note that we are working with urgency to configure our systems to accept these new billing scenarios, but in the event that you receive a telehealth claim denial or copay applied in error for dates of service beginning March 13, 2020, we will automatically adjust any impacted claims with no action required on your part and no need to rebill or contact Customer Care or Provider Relations. We anticipate all system configuration work will be completed by April 17, 2020. We expect that most adjustments will be completed during the month of May.

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**Correct Billing Guidelines**

- For **real-time video** therapy service visits, place of service 02 must be included, along with the proper CPT® code and modifier GT.
- **Telehealth modifiers:**
  - **GT:** Telehealth service rendered via interactive audio and video telecommunication systems.
  - **GQ:** During the State of Emergency, New York state requires the use of the GQ modifier and the appropriate place of service code for **telephone only** for services provided to members with Medicaid Managed Care, Healthy NY, Child Health Plus or the Essential Plan.
- Therapy providers who are unable to provide the key components of the CPT code description via telehealth should bill the appropriate CPT code for a non-physician telephone call (CPT codes 98966-98968) or online medical evaluation by a non-physician (98970-98972 or for Medicare members, G2061-G2063). These non-therapy codes will not be counted against the member’s benefit limit and they do not require preauthorization. Our enhanced rates for these telephone and online evaluation services are listed in the March 20, 2020 bulletin which was previously sent to your practice.

**CPT Codes for Therapy Services Reimbursable Via Telehealth**

“X” indicates the telehealth method by which the service may be billed; please refer to the CPT code manual for full code definitions.

**Preauthorization may be required for the services listed below. Please check our preauthorization list and the member’s benefits before rendering service.**

CPT Code	Description	Audio-Video	Telephone Only
		GT	GQ
92507	Treatment of speech, language, voice, communication, and/or auditory processing disorder; individual	X	X
92521	Evaluation of speech fluency	X	X
92522	Evaluation of speech sound production	X	X
92523	Evaluation of speech sound production	X	X
92524	Behavioral and qualitative analysis of voice and resonance	X	X
92526	Treatment of swallowing dysfunction and/or oral function for feeding	X	
97110	Therapeutic procedure, one or more areas, each 15 minutes; therapeutic exercises	X	

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CPT Code	Description	Audio-Video	Telephone
		GT	Only GQ
97112	Therapeutic procedure, one or more areas, each 15 minutes; neuromuscular re-education of movement, balance, coordination, kinesthetic sense, posture and/or proprioception for sitting or standing activities	X	
97116	Gait training therapy	X	
97129	Therapeutic interventions that focus on cognitive function; initial 15 minutes	X	X
97130	Therapeutic interventions that focus on cognitive function 1:1 patient contact; each additional 15 minutes	X	X
97161	Physical therapy evaluation: low complexity	X	
97162	Physical therapy evaluation: moderate complexity	X	
97163	Physical therapy evaluation: high complexity	X	
97164	Re-evaluation of physical therapy established plan of care	X	
97165	Occupational therapy evaluation, low complexity	X	
97166	Occupational therapy evaluation, moderate complexity	X	
97167	Occupational therapy evaluation, high complexity	X	
97168	Re-evaluation of occupational therapy established plan of care	X	
97535	Self-care/home management training, each 15 minutes	X	X
97750	Physical performance test or measurement with written report, each 15 minutes	X	
97755	Assistive technology assessment, direct 1:1 patient contact with written report, each 15 minutes	X	
97760	Orthotic management & training, lower extremity and/or trunk, initial encounter, each 15 minutes	X	
97761	Prosthetic training, upper and/or lower extremity, initial prosthetic encounter, each 15 minutes	X	
97763	Orthotic/prosthetic management and/or training, upper/lower extremity and/or trunk, subsequent orthotic/prosthetic encounter, each 15 minutes	X	

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<b>Telephone Only Services</b>				
<b>Commercial</b>				
<b>Service</b>	<b>Provider Type</b>	<b>Applicable Code(s)</b>	<b>Modifier</b>	<b>Place of Service</b>
Telephone	Therapy Non-MD (e.g., PT, OT, SLP, etc.)	98966-98968	N/A	02
<b>Medicare Advantage</b>				
<b>Service</b>	<b>Provider Type</b>	<b>Applicable Code(s)</b>	<b>Modifier</b>	<b>Place of Service</b>
Telephone	Therapy Non-MD (e.g., PT, OT, SLP, etc.)	98966-98968	N/A	02
<b>Medicaid Managed Care, Child Health Plus, Healthy NY, Essential Plan</b>				
<b>Service</b>	<b>Provider Type</b>	<b>Applicable Code(s)</b>	<b>Modifier</b>	<b>Place of Service</b>
Telephone	Therapy Non-MD - PT*	97161-97164 97129,97130	GQ	Any applicable POS
Telephone	Therapy Non-MD - OT*	97165-97168 97129,97130	GQ	Any applicable POS
Telephone	Therapy Non-MD - SLP*	92507-92524	GQ	Any applicable POS
<i>*Please refer to the information contained in the notice above for more information regarding PT/ST/OT</i>				

CPT also includes codes for online medical evaluations. If you provide these services, please report them using the code/modifier combinations in the chart below:

<b>Online Evaluation - Professional Biller</b>				
<b>Commercial</b>				
<b>Service</b>	<b>Provider Type</b>	<b>Applicable Codes</b>	<b>Modifier</b>	<b>Place of Service</b>
Online	Therapy provider (PT, OT, SLP)	98970-98972	N/A	02
<b>Medicare Advantage</b>				
<b>Service</b>	<b>Provider Type</b>	<b>Applicable Codes</b>	<b>Modifier</b>	<b>Place of Service</b>
Online	Therapy provider (PT, OT, SLP)	G2061-G2063	N/A	02
<b>Medicaid Managed Care, Child Health Plus, Healthy NY, Essential Plan*</b>				
<b>Service</b>	<b>Provider Type</b>	<b>Applicable Codes</b>	<b>Modifier</b>	<b>Place of Service</b>
Online	Therapy provider (PT, OT, SLP)	None		

\*These lines of business do not cover online medical evaluations