

# AmeriHealth Caritas Delaware Provider Bulletin

## COVID-19 telehealth services important billing reminders

Providers should follow the AmeriHealth Caritas Delaware billing, coding, and editing procedures for telehealth billing listed below:

The claim should reflect the designated Place of Service (POS) code 02-Telehealth, to indicate the billed service was furnished as a professional telehealth service from a distant site.

- **Place of Service “02”:** The location where health services and health-related services are provided or received through a telecommunication system.

**The claim must include the appropriate modifier when billing for audio and video:**

- **Modifier GQ:** Via asynchronous telecommunications system.
- **Modifier GT:** Via Interactive Audio and Video Telecommunications systems.
- **Modifier 95:** Synchronous Telemedicine Service Rendered via Real-Time Interactive Audio and Video Telecommunications System.

## Telephonic services

If video and audio services are not available, AmeriHealth Caritas Delaware will reimburse participating providers for telephonic services billed using the following CPT codes:

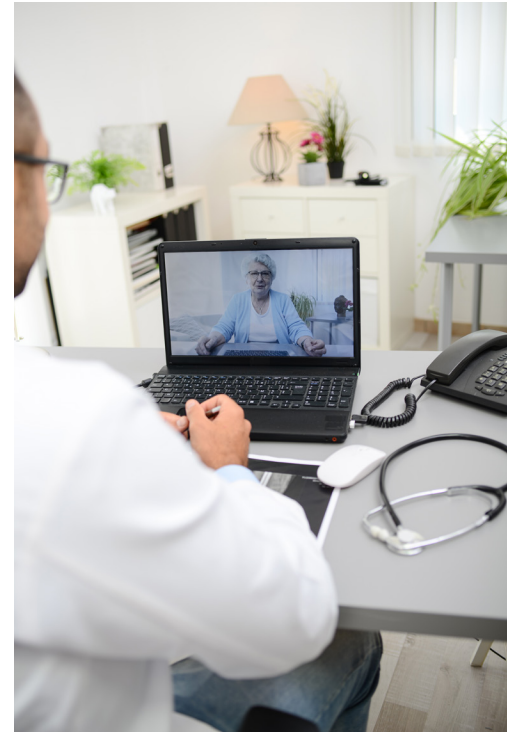
- **99441 – 99443** — Telephone evaluation and management service by a physician or other qualified health care professional.
- **98966 – 98968** — Telephone assessment and management service provided by a qualified non-physician health care professional.

Providers may only bill for one telephonic and/or video and audio service if the member is seen in the office on the same date of service. If billing for a separate and distinct service provided on the same date of service, please ensure appropriate modifiers are applied to the claim.

**Please make this information available to your billing staff for claims submission. Failure to comply with AmeriHealth Caritas Delaware’s billing requirements may result in claims being denied.**

## Questions?

Thank you for your participation in the AmeriHealth Caritas Delaware provider network and your continued commitment to our members. If you or your staff have any questions regarding this notification, please call the AmeriHealth Caritas Delaware Provider Services department at **1-855-707-5818**, or contact your designated Account Executive.



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