

COVID-19 Telehealth Guidance

UnitedHealthcare Community Plan of Missouri

First and Foremost, Thank You

As the people on the front lines of COVID-19, we appreciate your efforts to fight this virus. To all health care professionals who are caring for sick patients and working around the clock to help find solutions – thank you for all you're doing.

Find the Up-To-Date Information You Need

We'll be regularly updating [our COVID-19 website](#) with our actions and updating state-specific guidance on the [UnitedHealthcare Community Plan of Missouri site](#). We also suggest that you check the [Missouri Department of Social Services COVID-19 site](#) for the latest news and regulations.

Telehealth Guidance from MO HealthNet

The MO HealthNet Division is responding to the outbreak of COVID-19 by increasing flexibilities and resources related to telehealth. Providers should continue to follow regular billing guidelines including using appropriate modifiers and place of service (POS) required by the state when billing telehealth services.

Here are some of the specific changes related to telehealth MO HealthNet is enacting during the COVID-19 national public health emergency. You can find a complete list in [2020 MO HealthNet Provider Hot Tips](#).

MO Health Net is:

- Waiving the requirement that physicians must have an established relationship with the patient before providing services via telehealth
- Allowing the use of telephone for telehealth services
- Allowing quarantined providers and/or providers working from alternate sites or facilities to provide and bill for telehealth services
 - These services should be billed as distant site services using the physician's and/or clinic provider number.
- Waiving the requirement that health care providers shall be fully licensed to practice in the state of Missouri in order to treat Missouri patients using telemedicine or telehealth
 - Providers can bill for telehealth services if they are licensed in the state in which they practice.
- Waiving the member copayment for any telehealth services

Important to Note

- Providers must still enroll with MO HealthNet.
- Submission of the appropriate CPT® code for the service provided along with POS 02 are required on distant site claims, unless services are provided in a school setting.
- Distant site services provided on school grounds should be billed with POS 03 and with a GT modifier on the appropriate CPT code.
- Care providers can also find more information from [Missouri Department of Health and Senior Services](#).

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Telehealth Guidance from UnitedHealthcare

During the national public health emergency period, UnitedHealthcare is expanding the policies around telehealth services for Medicaid health plan members. Read more about the temporary expansion of UnitedHealthcare telehealth policies [here](#). Care providers are always responsible to submit accurate claims in accordance with state and federal laws.

Temporary changes we've implemented for telehealth include:

- Telehealth visits may include options for both interactive audio-video or audio only visits, depending on the services being provided.
- For all UnitedHealthcare Medicaid plans, any originating site or audio-video requirements that may apply under UnitedHealthcare reimbursement policies are waived, so that telehealth services provided by a live audio-video or audio-only communication system can be billed for members at home or another location. UnitedHealthcare Community Plan will reimburse telehealth services that are:
 - Recognized by Centers for Medicare & Medicaid Services (CMS) and appended with modifiers GT or GQ
 - Recognized by the American Medical Association (AMA), included in Appendix P of CPT and appended with modifier 95
- Attestation isn't required for telehealth, except for behavioral health services.
- We will reimburse care providers for "virtual check-in." These services are for new or established patients, not related to a medical visit within the previous seven days and not resulting in a medical visit within the next 24 hours (or soonest appointment available).
- We'll reimburse when Medicaid members communicate with their doctors through an electronic visit such as online patient portals, using CPT codes 99421-99423 and Healthcare Common Procedure Coding System (HCPCS) codes G2061-G2063 for all members and not just in rural areas. These are for established patients not related to a medical visit within the previous seven days and not resulting in a medical visit within the next 24 hours (or soonest appointment available).

Telehealth and Telemedicine Reimbursement Policy

You should also reference the Missouri-specific codes and billing information outlined in the UnitedHealthcare Community Plan reimbursement policy [Telehealth and Telemedicine Policy, Professional](#).