

# COVID-19



UnitedHealthcare Home Health and Hospice Telehealth Services:  
Care Provider Billing Guidance

# COVID-19

The following scenarios are intended as a guide to help you understand how UnitedHealthcare will reimburse home health telehealth services during the COVID-19 national emergency period.

Providers are responsible for accurate claim submissions in accordance with state and federal laws and UnitedHealthcare's reimbursement policies. The scenarios are not intended to cover every telehealth service you may perform during the COVID-19 national emergency period. As such, please see [UHCprovider.com](https://www.uhcprovider.com) and UnitedHealthcare's reimbursement policies for Medicare Advantage, Medicaid and Individual and fully insured Group Market health plans. Medicaid state-specific coding may apply and differ from those illustrated in these examples.

**Information current as of June 26, 2020.**



Medicaid state-specific rules and other state regulations may apply. For Medicaid and other state-specific regulations, please refer to your specific state's UnitedHealthcare Community Plan website. For more details, see [UHCprovider.com/covid19](https://www.uhcprovider.com/covid19).

# Telehealth Scenario 1 for In-Network Home Health: New/established patient visit with an RN/LPN who uses an audio-video telecommunications system.



Patient Scenario	Visit	Billing
<p>New/established patient presents for a telehealth visit using HIPAA-compliant or non-HIPAA-compliant audio-video technology for evaluation or re-evaluation.</p>	<ul style="list-style-type: none"> <li>Scheduled or same-day telehealth visit with a patient</li> <li>Use of HIPAA-compliant or non-HIPAA-compliant audio-video technology, such as FaceTime or Skype*</li> <li>Care is delivered by an RN or LPN</li> </ul> <p><i>* U.S. Department of Health and Human Services (HHS) is exercising enforcement discretion and <a href="#">waiving penalties for HIPAA violations</a> against health care professionals that serve patients in good faith through everyday communication technologies.</i></p>	<p><b>Participating Providers Using Professional Claims (CMS 1500 or 837-P)</b></p> <p><b>Step 1.</b> Use appropriate CPT® code (S9123/S9124)</p> <p><b>Step 2.</b> Use home place of service (12)</p> <p><b>Step 3.</b> Use 95 modifier</p> <p><b>Step 4.</b> Refer to Centers for Disease Control and Prevention (CDC) ICD-10-CM Official Coding Guidelines</p> <p><b>Participating Providers Using Institutional Claims (UB04 or 837-I)</b></p> <p><b>Step 1.</b> Use appropriate REV code (551/552/581/582)</p> <p><b>Step 2.</b> Use appropriate CPT code</p> <p><b>Step 3.</b> Use 95 modifier</p> <p><b>Step 4.</b> Refer to Centers for Disease Control and Prevention (CDC) ICD-10-CM Official Coding Guidelines</p> <p><b>Non-Participating Providers:</b> Home health agencies that do not participate with Medicare Advantage should comply with CMS protocols for telehealth.</p>

# Telehealth Scenario 2 for In-Network Home Health: New/established patient visit with a physical, occupational or speech therapist who uses an audio-video telecommunications system.



Patient Scenario	Visit	Billing
<p>New/established patient presents for a telehealth visit using HIPAA-compliant or non-HIPAA-compliant audio-video technology for evaluation or re-evaluation.</p>	<ul style="list-style-type: none"> <li>Scheduled or same-day telehealth visit with a patient</li> <li>Use of HIPAA-compliant or non-HIPAA-compliant audio-video technology, such as FaceTime or Skype*</li> <li>Care is delivered by a physical/speech/occupational therapist</li> </ul> <p><i>* U.S. Department of Health and Human Services (HHS) is exercising enforcement discretion and <a href="#">waiving penalties for HIPAA violations</a> against health care professionals that serve patients in good faith through everyday communication technologies.</i></p>	<p><b>Participating Providers Using Professional Claims (CMS 1500 or 837-P)</b></p> <p><b>Step 1.</b> Use appropriate CPT® code (S9128/S9129/S9131)</p> <p><b>Step 2.</b> Use home place of service (12)</p> <p><b>Step 3.</b> Use 95 modifier</p> <p><b>Step 4.</b> Refer to Centers for Disease Control and Prevention (CDC) ICD-10-CM Official Coding Guidelines</p> <p><b>Participating Providers Using Institutional Claims (UB04 or 837-I)</b></p> <p><b>Step 1.</b> Use appropriate REV code (421/431/441)</p> <p><b>Step 2.</b> Use appropriate CPT code</p> <p><b>Step 3.</b> Use 95 modifier</p> <p><b>Step 4.</b> Refer to Centers for Disease Control and Prevention (CDC) ICD-10-CM Official Coding Guidelines</p> <p><b>Non-Participating Providers:</b> Home health agencies that do not participate with Medicare Advantage should comply with CMS protocols for telehealth.</p>

# Telehealth Scenario 3 for In-Network Hospice: Routine home care visit using an audio-video telecommunications system.



Patient Scenario	Visit	Billing
<p>New/established patient presents for a telehealth visit using HIPAA-compliant or non-HIPAA-compliant audio-video technology for evaluation or re-evaluation.</p>	<ul style="list-style-type: none"> <li>Scheduled or same-day telehealth visit with a patient</li> <li>Use of HIPAA-compliant or non-HIPAA-compliant audio-video technology, such as FaceTime or Skype*</li> <li>Care is for routine home care visit</li> </ul> <p><i>* U.S. Department of Health and Human Services (HHS) is exercising enforcement discretion and <a href="#">waiving penalties for HIPAA violations</a> against health care professionals that serve patients in good faith through everyday communication technologies.</i></p>	<p><b>Participating Providers Using Professional Claims (CMS 1500 or 837-P)</b></p> <p><b>Step 1.</b> Use appropriate HCPCS code (T2042)</p> <p><b>Step 2.</b> Use home place of service (12)</p> <p><b>Step 3.</b> Use 95 modifier</p> <p><b>Step 4.</b> Refer to Centers for Disease Control and Prevention (CDC) ICD-10-CM Official Coding Guidelines</p> <p><b>Participating Providers Using Institutional Claims (UB04 or 837-I)</b></p> <p><b>Step 1.</b> Use appropriate REV code (651)</p> <p><b>Step 2.</b> Use appropriate HCPCS code</p> <p><b>Step 3.</b> Use 95 modifier</p> <p><b>Step 4.</b> Refer to Centers for Disease Control and Prevention (CDC) ICD-10-CM Official Coding Guidelines</p> <p><b>Non-Participating Providers:</b> Hospice agencies that do not participate should comply with CMS protocols for telehealth.</p>

# Resources

- Find the latest UnitedHealthcare COVID-19-related resources at [UHCprovider.com/covid19](https://UHCprovider.com/covid19).
- Learn more about our reimbursement policies at [UHCprovider.com/policies](https://UHCprovider.com/policies).
- For the most recent updates on COVID-19, visit the [CDC](https://www.cdc.gov) and [World Health Organization](https://www.who.int).

CPT® is a registered trademark of the American Medical Association.

Information provided by the American Medical Association does not dictate payer reimbursement policy and does not substitute for the professional judgment of the practitioner performing a procedure, who remains responsible for correct coding.

Medicaid state-specific rules and other state regulations may apply. For Medicaid and other state-specific regulations, please refer to your specific state's UnitedHealthcare Community Plan website. For more details, see [UHCprovider.com/covid19](https://UHCprovider.com/covid19).