

# UnitedHealthcare Individual and Family Plan Reimbursement Policy Update Bulletin: April 2023

Revised		
Policy Title	Effective Date	Summary of Changes
Telehealth/Virtual Health Policy, Professional	June 2, 2023	<ul style="list-style-type: none"> <li>Effective with dates of service on or after June 2, 2023, UnitedHealthcare will align with the American Medical Association CPT 2023 Professional Edition’s Appendix T to define services appropriate to report as real-time, interactive audio-only telehealth.</li> <li>While telehealth services usually include live, interactive audio and visual transmissions of an encounter using two-way telecommunications technology, Appendix T lists services which may be reported as audio-only telehealth when appended with modifier 93.</li> <li>Procedure codes not found in Appendix T which are appended with modifier 93 will be ineligible for reimbursement as telehealth.</li> </ul>

**Note:** The absence of a policy does not automatically indicate or imply coverage. As always, coverage for a health service must be determined in accordance with the member’s benefit plan and any applicable federal or state regulatory requirements.



The complete library of UnitedHealthcare Individual & Family Plan Reimbursement Policies is available [UHCprovider.com](https://UHCprovider.com) > Policies and Protocols > Exchange-Policies > [Exchanges-Reimbursement-Policies](#) .