Billing a telehealth visit

On March 6, the U.S. Congress passed a law relaxing geographic restrictions and distant site mandates on Medicare telehealth for the government-declared state of emergency. Medical practices can provide telemedicine services to patients remotely. The patient's place of service can be their home and not an originating site. The Centers for Medicaid and Medicaid Services (CMS) are waiving certain HIPAA privacy rules allowing use of face-to-face video applications. CMS clarified that the established relationship rule will not be enforced. The patient must give consent to be treated virtually, the consent must be documented in the medical record before initiation of the service and the provider must initiate the service.

The telehealth Place of Service (POS) code is 02. The POS is pulled from the Service Facility and will need to be changed during charge entry for telehealth services. We do not generally recommend adding duplicate facilities to handle this (such as creating one facility twice for an office and telehealth). If all of your services are provided via telehealth during this crisis, you can temporarily change the POS on the Service Facility to 02. If you are providing both office and telehealth services, make sure you are being careful when completing a charge entry.

We added a Charge Management Rule to warn users who have entered telemedicine-specific, time-based CPT codes (99421-99423 and G2061-G2063) without a POS 02 code.

For POS 02 reporting, use the Query by Form report or the Custom Encounter Query report. We are developing a POS filter and a Group By option available for many commonly used reports.
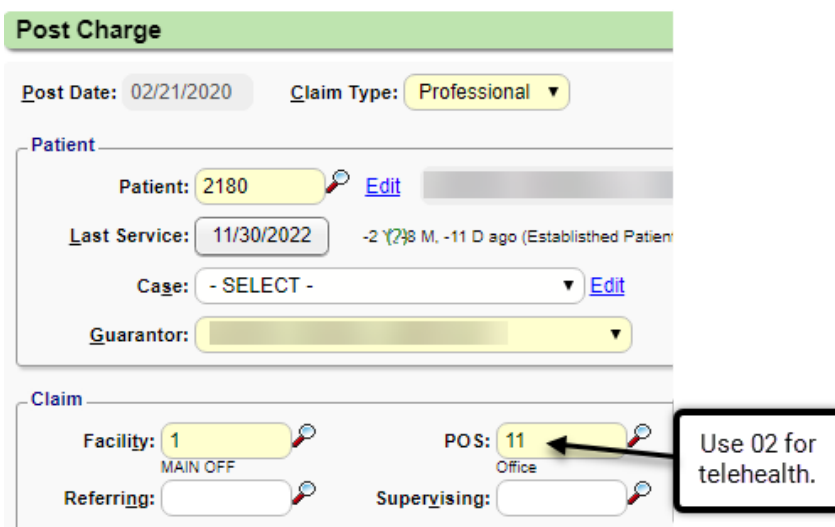
To post a telehealth charge:

When posting a charge, the POS code needs to change to show a telehealth charge.

Enter 02 into the POS field to change it to a telehealth charge.

NOTE: Check with your state medical board and insurance payers about their billing requirements. Regularly check these details to make sure that you are complying with evolving requirements.

Figure 1: Posting a telehealth charge

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See also

[CMS Place of Service Code Set](#)
[CMS General Telehealth/Telehealth-Codes](#)
[CMS Medicare Telemedicine Health Care Provider Fact Sheet](#)
[CMS Medicare Telehealth Frequently Asked Questions](#)
[AMA Telemed guide](#)
[Billing Guide for Telehealth Encounters CCHP](#) (see page 5 "Place of service")