

COVID-19 Telehealth, Billing and Reimbursement Updates for Care Providers

UnitedHealthcare Community Plan of Tennessee

You can find the latest information from UnitedHealthcare at UHCprovider.com/covid19. For state-specific guidance and regulations, please visit UHCprovider.com/TNcommunityplan. Thank you.

Telehealth Billing and Reimbursement

UnitedHealthcare Community Plan will temporarily reimburse telehealth services for TennCare members provided by qualified health care professionals.

- No telehealth modifiers will be required for TennCare claims when submitted with place of service telehealth (POS 02).
- Providers may bill outpatient office evaluation and management codes as telehealth for audio-only (e.g., telephone). Submit using POS 02.
- For the latest information regarding telehealth billing and reimbursement, please visit UHCprovider.com/covid19.

Telehealth and Behavioral Health/Opioid MAT Services

UnitedHealthcare Community Plan will temporarily reimburse behavioral health services, including Applied Behavioral Analysis (ABA) and Opioid Medication Assisted Treatment (MAT) services, when rendered by telehealth. Please ensure that claims for clinically appropriate services are documented in the patient's medical record.

- For telephonic individual behavioral health services, use codes 90791, 90792, 90832, 90834 and 90837, POS 02.
- For MAT services, use the existing codes and bill with POS 02.

Telehealth and Skilled Therapies – PT/OT/ST Services

UnitedHealthcare Community Plan will temporarily reimburse physical, occupational and speech therapy telehealth services provided by qualified health care professionals when rendered using interactive audio/video technology. Therapy services delivered to TennCare members using telehealth must be clinically appropriate, documented in the patient's medical record and billed with correct coding.

- Applies to licensed physical therapists, occupational therapists and speech-language pathologists
- Effective for medically necessary and appropriate services, with dates of service from March 18 – June 18, 2020

Using Telehealth

- The patient must be present at the time of service and the services must take place in real time.
- The patient and care provider must connect via an interactive audio/video telecommunications system.
- Treatment requiring specialized hands-on care or specialized equipment, such as whirlpools, etc. – including Athletic Trainings (97169 – 97172), Modalities (97010 – 97039) and Group Therapies – is excluded from telehealth. If a patient is currently receiving group therapy, please consider moving them to individual therapy using telehealth.

Billing and Documentation

- Include all relevant online communications about the member's medical care and follow-up in their medical record.
- Report applicable service codes, diagnostic codes, modifiers and units with POS 02 to indicate a telehealth service.

Covered Telehealth Services for Physical, Occupational, Speech Therapy

Category	CPT® Code	Description
Physical Therapy	97161	Physical therapy evaluation - low complexity
Physical Therapy	97162	Physical therapy evaluation - moderate complexity
Physical Therapy	97163	Physical therapy evaluation - high complexity
Physical Therapy	97164	Physical therapy re-evaluation
Physical Therapy	97110	Therapeutic procedure, one or more areas, each 15 minutes
Physical Therapy	97116	Gait training
Physical Therapy	97530	Therapeutic activities, one-to-one patient contact, each 15 minutes
Physical Therapy	97112	Therapeutic procedure, one or more areas, each 15 minutes
Physical Therapy	97535	Self-care/home management training, each 15 minutes
Occupational Therapy	97165	Occupational therapy evaluation - low complexity
Occupational Therapy	97166	Occupational therapy evaluation - moderate complexity
Occupational Therapy	97167	Occupational therapy evaluation - high complexity
Occupational Therapy	97168	Occupational therapy re-evaluation
Occupational Therapy	97110	Therapeutic procedure, one or more areas, each 15 minutes
Occupational Therapy	97530	Therapeutic activities, one-to-one patient contact, each 15 minutes
Occupational Therapy	97112	Therapeutic procedure, one or more areas, each 15 minutes
Occupational Therapy	97535	Self-care/home management training, each 15 minutes
Speech Therapy	92507	Treatment of speech, language, voice, communication and/or auditory processing disorder
Speech Therapy	92521	Evaluation of speech fluency
Speech Therapy	92522	Evaluation of speech sound production
Speech Therapy	92523	Evaluation of speech sound production
Speech Therapy	92526	Treatment of swallowing dysfunction and/or oral function for feeding
Speech Therapy	96105	Assessment of Aphasia and Cognitive Performance Testing
Speech Therapy	97129	Therapeutic interventions that focus on cognitive function
Speech Therapy	97130	Each additional 15 minutes (use in conjunction with 97129)

PCP Reimbursement Lock-In

- PCP Reimbursement Lock-in denials will not be assessed for claims with date of service between March 1, 2020, and May 30, 2020.
- Any claims already denied for dates of service covered by the reimbursement waiver will be adjusted automatically; no action will be needed by billing departments to initiate adjustments.

Non-Emergent Medical Transportation (NEMT)

The NEMT network continues to operate normally at this time. However, member care using telehealth may be a viable option instead of a face-to-face visit. Please visit UHCprovider.com/covid19 for more telehealth information.

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