UPHP COVID-19 Telemedicine Summary

Upper Peninsula Health Plan (UPHP) wants to make it as easy as possible for providers and patients to connect during the COVID-19 pandemic. We have revised our telemedicine policies to keep them in line with the updated policies issued by the Centers for Medicare and Medicaid Services (CMS) and the Michigan Department of Health and Human Services (MDHHS).

Here is a summary of currently available telemedicine coverage for all of our product lines:

**Medicaid:**

MDHHS Medical Services Administration (MSA) has issued the following Bulletins: MSA 20-09, MSA 20-12 and MSA 20-13.

These Bulletins make it easier for a Medicaid beneficiary to receive telemedicine services. UPHP adopted the guidance set forth in these Bulletins for all telemedicine services rendered to its Medicaid beneficiaries on or after March 1, 2020. Here are some of the Bulletin’s key points:

- The health care provider must be able to examine the patient using real-time, interactive audio or video equipment. A telephone may be used on its own.
- The patient must be able to interact with the health care provider at the time the services are being provided.
- The patient can receive telemedicine services in his or her home. The patient can also receive telemedicine services if he or she is at a medical office, nursing facility, local health department, hospital, or any other site that is considered appropriate by the health care provider.
- For a professional billing use the appropriate CPT code that reflects the services that were provided, along with the GT modifier (to indicate interactive telecommunication) and place of service 02.
- For institutional billing use the appropriate revenue code along with the CPT code that reflects the services that were provided, along with the GT modifier (to indicate interactive telecommunication).
- This guidance will be in effect for 30 days following the termination of the Governor’s Declaration of a State of Emergency Order (2020-04, COVID-19), or on the first of the following month, whichever is later.

Allowable telemedicine services are listed on the MDHHS Medicaid telemedicine fee schedule, which can be accessed on the MDHHS website at [www.michigan.gov/medicaidproviders](http://www.michigan.gov/medicaidproviders). Once on this website, select Billing and Reimbursement Information, Physicians/Practitioners/Medical Clinics, and then Telemedicine Services.

Please review the MDHHS Medical Services Administration Bulletins noted above if you would like more information.
Medicare beneficiaries can also obtain telemedicine services in their homes at this time. They will be able to receive a specific set of services through telehealth including evaluation and management visits (common office visits), mental health counseling and preventive health screenings. Medicare can pay for office, hospital, and other visits furnished via telehealth across the country and including in patient’s places of residence starting March 6, 2020.

There are three main types of virtual services physicians and other professionals can provide to Medicare beneficiaries:

<table>
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<tr>
<th>TYPE OF SERVICE</th>
<th>WHAT IS THE SERVICE?</th>
<th>HCPCS/CPT CODE</th>
<th>Patient Relationship with Provider</th>
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| MEDICARE TELEHEALTH VISITS | A visit with a provider that uses telecommunication systems between a provider and a patient. | Common telehealth services include:  
• 99201-99215 (Office or other outpatient visits)  
• G0425-G0427 (Telehealth consultations, emergency department or initial inpatient)  
• G0406-G0408 (Follow-up inpatient telehealth consultations furnished to beneficiaries in hospitals or SNFs).  
For a complete list: https://www.cms.gov/Medicare/Medicare-Information/Telehealth/telehealth-codes  | For new* or established patients.  
*To the extent the 1135 waiver requires an established relationship, HHS will not conduct audits to ensure that such a prior relationship existed for claims submitted during this public health emergency. |
| VIRTUAL CHECK-IN        | A brief (5-10 minutes) check in with your practitioner via telephone or other telecommunications device to decide whether an office visit or other service is needed. A remote evaluation of recorded video and/or images submitted by an established patient. | HCPCS code G2612  
HCPCS code G2610 | For established patients |
| E-VISITS                | A communication between a patient and their provider through an online patient portal |  
• 99421  
• 99422  
• 99423  
• G2061  
• G2062  
• G2063 | For established patients |

Regardless of whether your services are provided face-to-face or via telemedicine, remember to correctly and thoroughly document all services you provide in the patient’s medical record.