

Billing and Reimbursement

Telehealth services



Members can receive telehealth services through their in-network provider or through our vendor, Teladoc. The PHE waiver for cost-sharing for telehealth services has ended as of Thursday, May 11, 2023.

GHP's Teladoc service offerings

Members can get care through Teladoc in two convenient ways:

- **Online:** Visit teladoc.com to download the Teladoc smartphone app. Use the app to create an account, fill out a short medical history questionnaire and schedule an online doctor visit. This is the fastest way to get in touch with a doctor. Teladoc will provide an estimate of when a doctor will contact them.
- **By phone:** Call 800-TELADOC to request a call from a doctor. Teladoc will provide an estimate of when a doctor will contact them.

[Learn more about Teladoc.](#)

In-network provider telehealth services

GHP will cover in-network telehealth and virtual care services that allow members to avoid unnecessary trips to the office. This includes telehealth services for any physical or behavioral health diagnosis, virtual screenings for COVID-19, and other routine medical needs such as cold, flu, allergy, rash or sinus infection.

Our goal is to make sure members get the care they need — through telehealth or otherwise — and we'll continue to work with providers to address concerns about coverage and reimbursement.

Telehealth billing tips

Location codes

- Beginning with dates of service, Jan. 1, 2024, you'll need to bill using telehealth location codes 02 or 10, along with any applicable telehealth modifiers, for telehealth services. Location code 02 refers to telehealth provided other than in a patient's home, and location code 10 to telehealth provided in a patient's home. Services billed with location code 02 or 10 are paid at the facility rate.

- You can continue to bill as if “face-to-face”, using the same location code that would be billed for an in-person visit through Dec. 31, 2023.

Modifiers

- Modifiers for telehealth services:
 - 95 - Synchronous telemedicine service rendered via real-time interactive audio and video telecommunications system
 - 93 - Synchronous telemedicine service rendered via telephone or other real-time interactive audio-only telecommunications system
- Modifiers for telehealth mental health services:
 - FQ - A telehealth service was furnished using real-time audio-only communication technology
 - FR - A supervising practitioner was present through a real-time two-way, audio/video communication technology

We follow CMS regarding which CPT codes modifiers 95 and 93 can be used with. CMS allows 95 and 93 modifiers to be appended to a limited set of CPT codes. You can find these codes under Downloads on the CY 2023 PFS Final Rule List of Telehealth Services on the CMS physician fee schedule website.

In the 2023 CPT book:

- Codes that can be billed with modifier 95 are designated by a star and are listed in appendix P.
- Codes that can be billed with modifier 93 are designated by a speaker symbol and are listed in appendix T.

Note: Make sure real-time interactive audio and video or real-time interactive audio-only telecommunications systems are HIPAA compliant.

Geisinger Health Plan, Geisinger Indemnity Insurance Company and Geisinger Quality Options, Inc. are collectively referred to as “GHP” in this summary.

All rights, duties and responsibilities of participating providers will be applied according to the following document order: 1) member’s benefit document; 2) the participating provider’s contract agreement, 3) the GHP Family Provider Guide; and 4) the Geisinger Health Plan Provider Guide.

Publication history: 05/19/2023