

Part Two of a Two-Part Series:

Optimize Telehealth Billing and Coding Payers Panel

WyTN is a collaboration between the Wyoming Department of Health divisions of Medicaid and Rural Health and the University of Wyoming through the Wyoming Institute for Disabilities.



College of Health Sciences
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Housekeeping and Introductions

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Objectives

- Participants will increase knowledge of current CMS rules for coding and billing.
- Participants will learn best practices for coding and billing for telehealth in a variety of situations.
- Participants will become familiar with the resources, technical assistance and consulting that the Wyoming Telehealth Network has to offer.
- Participants will leave with experts they can contact directly if they have further questions.

Question One

If the patient is located in a provider's office and the provider is distant or out of state, is the service paid for?

Question Two

Where can practitioners and patients find information on billing codes/policies and specialties/services that are covered for telehealth?

Question Three

Where can telehealth encounters originate from? Do you provide reimbursement for originating site fees?

Question Four

What restrictions are there on the types of practitioners/specialties that can bill for telehealth?

Question Five

Are any authorizations needed from your agency to deliver telehealth? From the client? Who submits these authorizations?

Question Six

Are specialist consultations covered? If so, what can that look like (e.g., patient-to-specialist, specialist-to-specialist, PCM-to-specialist)?

Question Seven

What billing codes/modifiers are needed to be used for telehealth encounters?

Question Eight

Is telemedicine reimbursed at the same rate as in-person services?

Question Nine

What mental health services are covered for telehealth?

Question Ten

What Allied Health (OT, PT, SLP, etc.) services are covered for telehealth? Can you address the new POS 10 for PT at home?

Question Eleven

Centers for Medicare and Medicaid Services (CMS) has updated its rules in terms of physiological monitoring. What is the difference between Remote Patient Monitoring (RPM) and Remote Therapeutic Monitoring (RTM) coding?

Question Twelve

Does your agency plan to continue reimbursement for telehealth after the pandemic?

Question Thirteen

Are there other impacts on telehealth billing and coding as a result of COVID-19?

Question Fourteen

To prevent provider exposure to COVID-19, providers may use telehealth to treat an unvaccinated patient in a different room in the facility so that they can see the patient's face without a mask. Can you code for a provider who sees a patient in the same clinic? Or a provider who is in a hospital but not in the ICU room with the patient?

Question Fifteen

Audio only telehealth provides access to underserved, low income patients with limited connectivity. Do payers currently reimburse for audio only telehealth? Do you expect reimbursement for audio only telehealth to change?

Question Sixteen

If you had a crystal ball, do you think agencies will change the way they handle telehealth reimbursement after the pandemic?

Additional Tips and Tricks

Billing and Coding Best Practices

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CMS telehealth resources

- [List of Telehealth Services](#)
- [Current emergencies](#)
- [SE20011](#)
- [SE20016 - New & Expanded Flexibilities for RHCs & FQHCs during the COVID-19 PHE](#)
- [COVID-19 Frequently Asked Questions \(FAQs\) on Medicare Fee-for-Service \(FFS\) Billing](#)
- [MM12519 - Summary of Policies in the Calendar Year \(CY\) 2022 Medicare Physician Fee Schedule \(MPFS\) Final Rule](#)
- [MM12549 - CY2022 Telehealth Update Medicare Physician Fee Schedule](#)

Noridian Telehealth Resources

- [Emergencies and Disasters \(COVID-19\) - JE Part A](#)
- [Emergencies and Disasters \(COVID-19\) - JF Part A](#)
- [Emergencies and Disasters \(COVID-19\) - JE Part B](#)
- [Emergencies and Disasters \(COVID-19\) - JF Part B](#)
- [Telehealth - JE Part B](#)
- [Telehealth - JF Part B](#)

BCBS of Wyoming

1. For more telehealth information, here's a link to a matrix on our website: [Telemedicine Services Matrix - Blue Cross Blue Shield of Wyoming \(bcbswy.com\)](https://www.bcbswy.com/telemedicine-services-matrix)
- 2. Providers can also obtain more information:
 1. Subscribe to Provider Updates by emailing provider.relations@bcbswy.com and ask to be added to the list.
 2. View the website at [Providers - Blue Cross Blue Shield of Wyoming \(bcbswy.com\)](https://www.bcbswy.com/providers)
 3. Send questions to provider.relations@bcbswy.com.
- 3. If providers are conducting telehealth visits, please notify us at the provider.relations@bcbswy.com email. This will allow a note to be shown on Provider Finder that will publicly show the provider conducts telehealth visits.

QUESTIONS?