

Telehealth guidance

Summary: Telehealth services are a key method of service delivery that ensure access to individuals who are otherwise unable to receive those services. Amerigroup Community Care is committed to providing guidance to our providers around the delivery of telehealth services.

What this means to you:

- Telehealth is the use of medical information exchange from one site to another via electronic communications to improve a patient's health status.
- Telehealth is the use of two-way, real-time interactive communication equipment to exchange the patient information from one site to another via an electronic communication system.
- Telehealth services are delivered at both a **distant site** and **originating site**:
 - Distant site – the telehealth site where the provider is legally allowed to practice while providing health care services
 - Originating site – the location where the members will receive services through a telecommunications system
- Claims billed at the distant site should be billed using the appropriate CPT® or HCPCS code for the service, using the GT modifier and/or Place of Service (POS) 02.
- Originating sites are paid an originating site facility fee as described by HCPCS code Q3014.
- By billing and coding a service as telehealth, the provider is certifying that the member was present at an eligible originating site when the service was furnished.
- The appropriate medical documentation must appear in the medical record in accordance with standard medical record documentation guidelines, with documentation indicating that the services were provided via telehealth.
- **Please note:** Providers are not eligible to bill as both the originating site and distant site on the same date of service:
 - Providers rendering services at a distant site are not eligible to bill and receive reimbursement for the originating site facility fee unless the originating site is also affiliated with the rendering site.

Why is this important?

The intent of telehealth services is to ensure access to services that may not otherwise be available. Providers rendering services via telehealth must continue to follow the appropriate guidelines for rendering and documentation of services.

What if I need help?

If you have questions about this communication or need help with anything else, contact your local Provider Relations representative or call our Provider Services team at **1-800-454-3730**.