

TELEHEALTH BILLING REMINDERS AND TIPS FOR MEDICAID

As a follow up to our recent notice on telehealth, we would like to provide some reminders and tips regarding specific and required information when billing telehealth for **Medicaid** Members.

Modifiers

Telehealth professional claims **require the GT modifier to be billed**. The GT modifier is used to indicate a service was rendered via synchronous telecommunication. The TS modifier can also be utilized, but only for face-to-face consultation.

Place of Service (POS)

Telehealth professional claims **require place of service 02 to be billed** alongside the GT modifier. POS 02 validates that the service is indeed for telehealth. Without this place of service code, claims cannot be properly processed.

CPT Codes

Only codes that are included on the Medicaid telehealth fee schedule can be billed on a claim for a telehealth service. For more guidance regarding what codes are acceptable, please regularly visit the COVID-19 Response page located on the MDHHS website within the Billing and Reimbursement Section as updates are continuously being made. https://www.michigan.gov/mdhhs/0,5885,7-339-71551_2945_42542_42543_42546_42551-523789--,00.html

If your office has telehealth capabilities, including the use of video technology available on Smartphones such as FaceTime, Skype, and Zoom, please read the bulletin noted below carefully. Additionally, **Molina is now able to accept claims** for telehealth, including those back to March 1, 2020. There is no prior authorization required or copay for telehealth services.

Please refer to the attached bulletin.

https://www.michigan.gov/documents/mdhhs/MSA_20-13_684352_7.pdf

For Medicare and Marketplace, please follow CMS billing guidelines.

Please check the Molina website for periodic updates.

In closing, Molina wants to assure you that we are available for your questions or concerns. You may contact your Molina representative, call our Provider Customer Service line at 855-322-4077, or write to MHMProviderServicesMailbox@MolinaHealthCare.Com

For written correspondence, Molina encourages providers to utilize electronic means of communication, such as web portal or fax, and limit mailed correspondence at this time.

Thank you for your commitment to Molina members.