Optum

**Provider Alert**

# Telehealth Billing Guidelines

## Applies to services delivered by audio/video and audio (telephone) only

### General Guidance

- Optum will reimburse telehealth services for outpatient treatment when standard CPT codes are used.
- Network (contracted) providers should bill using the appropriate CPT and/or modifier code indicated on their fee schedule.

### Questions?

Contact your Provider Advocate. You may also call Provider Services at **1-877-614-0484,** 7 am – 7 pm, Monday – Friday.

<table>
<tr><th colspan="4">UnitedHealthcare – Chart A</th></tr>
<tr><th>Plan</th><th>Procedure Codes</th><th>Modifier</th><th>Place of Service (POS) Code</th></tr>
<tr><td>UnitedHealthcare Commercial</td><td rowspan="2">• In-Network Providers: Use the applicable CPT code(s) listed on your fee schedule<br>• Out-of-Network Providers: Use standard outpatient CPT codes for the service(s) delivered.</td><td>GT<br>GQ<br>95</td><td rowspan="2">• In-Network Providers:<br>○ Use POS code 10 if the member <u>is at home</u> during the visit<br>○ Use POS code 02 if the member <u>is not at home</u> during the visit<br>• Out-of-Network Providers: Use the POS code that reflects the setting where the service(s) would have occurred if provided face to face (e.g., office, outpatient hospital, etc.)</td></tr>
<tr><td>UnitedHealthcare Medicare Advantage</td><td>GQ<br>95</td></tr>
<tr><td rowspan="2">UnitedHealthcare Community Plan (Medicaid)</td><td>• In-Network Providers: Use the applicable CPT/<br>• HCPCS code(s) listed on your fee schedule</td><td>No telehealth modifier needed</td><td>• In-Network Providers:<br>○ Use POS code 10 if the member <u>is at home</u> during the visit<br>○ Use POS code 02 if the member <u>is not at home</u> during the visit</td></tr>
<tr><td colspan="3">Out-of-Network Providers: Routine services provided by out-of-network providers are generally not reimbursable by Rhode Island Medicaid.</td></tr>
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