



Access to Health Services through Telehealth Options for Members Enrolled in Managed Care Entities

MassHealth will require usage of modifiers when billing for Telehealth Services for Massachusetts Medicaid members. Adherence to the requirements will be mandatory beginning **Oct.1, 2023**. Providers may begin using the modifiers prior to this date.

Additional information

- **Bulletin 374** sets forth MassHealth’s updated telehealth policy effective for dates of service on or after Oct. 1, 2023, including usage of modifiers when billing for Telehealth Services for Massachusetts Medicaid members. Providers are strongly encouraged to begin using the modifiers effective immediately.
- **Bulletin 95** requires managed care plans to maintain a telehealth policy consistent with Bulletin 374, including but not limited to maintaining policies for coverage of telehealth services.

Claims billing codes and modifier requirements

Claims billed with place of service (POS) code 02 and POS code 10 that are missing the appropriate modifiers will be denied. Please reference the following POS codes and modifiers.

POS codes:

| POS Code | Description |
|----------|--|
| 02 | Telehealth provided other than in patient’s home |
| 10 | Telehealth provided in patient’s home |

Professional claim modifier requirements:

| Modifier | Service Description |
|----------|---|
| 95 | Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system |
| 93 | Synchronous telemedicine service rendered via telephone or other real-time interactive audio-only telecommunications system |
| FQ | Counseling and therapy services provided using audio-only telecommunications |

| | |
|----|---|
| FR | Supervising practitioner present through real-time two-way audio and video communication technology |
| GQ | Services rendered via asynchronous telecommunication system |

Institutional claim modifier requirements:

| Modifier | Service Description |
|-----------------|---|
| GT | Modifier GT is required on the institutional claim, for the distant-site provider, when there is an accompanying professional claim containing POS 02 or 10 |
| 95 | Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunication system |
| 93 | Synchronous telemedicine service rendered via telephone or other real-time interactive audio-only telecommunications system |
| FQ | Counseling and therapy services provided using audio-only telecommunications |
| FR | Supervising practitioner present through real-time two-way audio and video communication technology |
| GQ | Services rendered via asynchronous telecommunication system |

Important: Modifier GT is required on the institutional claim for the distant site provider when there is an accompanying professional claim containing POS 02 or POS 10.