

## 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](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](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](mailto: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.**