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# Telehealth Coverage for the Oregon Health Plan (and a bit about other payers)

Prioritized List of Health Services, effective 3/13/2020

Guideline Note [A5 TELECONSULTATIONS AND ELECTRONIC/TELEPHONIC SERVICES](#)

Statement of Intent 6 [TELEPHONIC SERVICES DURING AN OUTBREAK OR EPIDEMIC](#)

<https://www.oregon.gov/oha/HPA/DSI-HERC/Pages/Prioritized-List.aspx>



# Coverage of telehealth visits

Type of service	Description	Codes (CPT, HCPCS, modifiers)	Use
Telehealth – synchronous video and audio	<p>Visit with provider in which patient and provider interact by audio and video in real time, ideally through a HIPAA-compliant system.</p> <p><i>Federal authorities will not be enforcing HIPAA requirements so services like Skype, Hangouts and FaceTime can be acceptable during the epidemic.</i><sup>1</sup></p>	<p>Extensive list of codes including usual office visit and behavioral health codes, inpatient/ICU.</p> <p>If the patient is in a clinical site (e.g. clinic, ICU), that site can bill Q3014.</p>	<p>Inpatient Outpatient New patients Established patients</p>
E-visits	Asynchronous electronic visits, such as through EPIC MyChart or other patient portals.	<p>99421-99423 G2061-G2063 98970-98972 (Depending on provider type)</p>	<p>Established patients only<sup>2</sup> Must be patient-initiated<sup>3</sup></p>

<sup>1</sup>See HHS [notice of enforcement discretion](#). Some payers are/will allow these services to be billed by telephone.

<sup>2</sup>Some payers are waiving this requirement under the circumstances.

<sup>3</sup> Providers may make patients aware of the service, but the patient must request the service and be notified of any cost sharing (no cost sharing for OHP).

# OHP coverage of telehealth visits

Type of service	Description	Codes (CPT, HCPCS, modifiers)	Use
Telephone only visits	Telephonic visit, physician and nonphysician codes	98966-98968 (nonphysician) 99441-99443 (physician)	Established patients only <sup>2</sup>
Quick virtual check in By phone or audio/video connection	5-10 minutes	G2012	Established patients only
Clinician to Clinician	Interprofessional consultation	99451-99452 99446-99449	Inpatient, outpatient, emergency. New or established.

<sup>2</sup>Some payers are waiving this requirement under the circumstances.

<sup>3</sup>Providers may make patients aware of the service, but the patient must request the service and be notified of any cost sharing (no cost sharing for OHP).

# Resources for billing and state/federal policy

Situation is evolving; billing guidance may vary by plan/payer. For OHP FFS the team are still working on detailed guidance. For the latest...

- [OHP Partners COVID-19 page](#)
- [HHS HIPAA enforcement discretion page for providers](#)
- [Division of Financial Regulation's COVID-19 page](#) (for state-regulated insurance)
- [Telehealth fact sheet for Medicare providers](#)