

Coverage for Telehealth Services In Tennessee

****This information was gathered through an effort of TNOTA's advocacy team. It is current, to the best of our knowledge, as of May 6, 2021. *****

Traditional Medicare (part A and B)

Changes related to telehealth and Medicare beneficiaries

****Updated on 5/6/2021:** On 4/15/2021 the public health emergency was renewed making all Medicare expansions due to the COVID-19 pandemic active until PHE expires.

Medicare has temporarily expanded its coverage of [telehealth services](#) to respond to the current Public Health Emergency. These services expand the current telehealth covered services, to help you have access from more places (including your home), with a wider range of communication tools (including smartphones), to interact with a range of providers (like doctors, nurse practitioners, clinical psychologists, licensed clinical social workers, physical therapists, occupational therapists, and speech language pathologists). During this time, you will be able to receive a specific set of services through telehealth including evaluation and management visits (common office visits), mental health counseling and preventive health screenings without a copayment if you have Original Medicare. This will help ensure you are able to visit with your doctor from your home, without having to go to a doctor's office or hospital, which puts you and others at risk of exposure to COVID-19.

- Effective April 30, 2020, the Centers for Medicare and Medicaid Services (CMS) determined that occupational therapists will be allowed to perform telehealth services for Medicare beneficiaries during the COVID-19 health crisis. Initially, occupational therapy services were not covered under the CARES Act but through the tireless efforts of advocates this is no longer the case. Telehealth services can be billed using the list of CPT codes CMS issued on March 30, 2020. AOTA is continuing to advocate for occupational therapy assistants to provide telehealth services during this time. For more information, refer to the resources listed below. The main modification is in regard to the section 1834(m)(4)(E) of the Act and 42 CFR § 410.78 (b)(2) which expands the types of practitioners who can provide telehealth services from a remote site such as physical therapists and speech language pathologists.

<https://www.cms.gov/files/document/summary-covid-19-emergency-declaration-waivers.pdf>

https://www.aota.org/Advocacy-Policy/Federal-Reg-Affairs/News/2020/Medicare-Telehealth-Success.aspx?promo_name=cms-tele-apr&promo_creative=Advocacy-Policy&promo_position=hero

Download the list of covered codes at <https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes>

Covered OT codes include:

97165	Ot eval low complex 30 min	Temporary Addition for the PHE for the COVID-19 Pandemic
97166	Ot eval mod complex 45 min	Temporary Addition for the PHE for the COVID-19 Pandemic
97167	Ot eval high complex 60 min	Temporary Addition for the PHE for the COVID-19 Pandemic
97168	Ot re-eval est plan care	Temporary Addition for the PHE for the COVID-19 Pandemic



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97530	Therapeutic activities	Temporary Addition for the PHE for the COVID-19 Pandemic—Added 4/30/20
97535	Self care mngmt training	Temporary Addition for the PHE for the COVID-19 Pandemic
97542	Wheelchair mngmt training	Temporary Addition for the PHE for the COVID-19 Pandemic—Added 4/30/20
97750	Physical performance test	Temporary Addition for the PHE for the COVID-19 Pandemic
97755	Assistive technology assess	Temporary Addition for the PHE for the COVID-19 Pandemic
97760	Orthotic mgmt&traing 1st enc	Temporary Addition for the PHE for the COVID-19 Pandemic
97761	Prosthetic traing 1st enc	Temporary Addition for the PHE for the COVID-19 Pandemic

United Health Care

****Updated:** On 4/19/2021 United Healthcare updated their statement regarding OT teletherapy services. UHC will continue to reimburse physical, occupational, and speech therapy telehealth services provided by qualified healthcare professionals when rendered using interactive audio video technology

Outpatient PT/OT/ST codes included as part of the temporary expansion of telehealth services, as a result of the COVID-19 national public health emergency. Please refer to UHCprovider.com/covid19 for details on the beginning and end dates that these apply to the various UnitedHealthcare plans.

Provider Type	CPT Code [®]	Description
Physical Therapy	97161	Physical therapy evaluation - low complexity
Physical Therapy	97162	Physical therapy evaluation - moderate complexity
Physical Therapy	97163	Physical therapy evaluation - high complexity
Physical Therapy	97164	Physical therapy re-evaluation
Physical Therapy	97110	Therapeutic procedure, one or more areas, each 15 minutes
Physical Therapy	97116	Gait training
Physical Therapy	97530	Therapeutic activities, one-to-one patient contact, each 15 minutes
Physical Therapy	97112	Therapeutic procedure, one or more areas, each 15 minutes
Physical Therapy	97535	Self-care/home management training, each 15 minutes
Physical Therapy	97750	Physical performance test
Physical Therapy	97755	Assistive technology assessment
Physical Therapy	97760	Orthotic management and training 1st encounter
Physical Therapy	97761	Prosthetic training 1st encounter
Occupational Therapy	97165	Occupational therapy evaluation - low complexity
Occupational Therapy	97166	Occupational therapy evaluation - moderate complexity



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Occupational Therapy	97167	Occupational therapy evaluation - high complexity
Occupational Therapy	97168	Occupational therapy re-evaluation
Occupational Therapy	97110	Therapeutic procedure, one or more areas, each 15 minutes
Occupational Therapy	97530	Therapeutic activities, one-to-one patient contact, each 15 minutes
Occupational Therapy	97112	Therapeutic procedure, one or more areas, each 15 minutes
Occupational Therapy	97535	Self-care/home management training, each 15 minutes
Occupational Therapy	97750	Physical performance test
Occupational Therapy	97755	Assistive technology assessment
Occupational Therapy	97760	Orthotic management and training 1st encounter
Occupational Therapy	97761	Prosthetic training 1st encounter
Speech Therapy	92507	Treatment of speech, language, voice, communication and/or auditory processing disorder
Speech Therapy	92521	Evaluation of speech fluency
Speech Therapy	92522	Evaluation of speech sound production
Speech Therapy	92523	Evaluation of speech sound production
Speech Therapy	92524	Behavioral and qualitative analysis of voice and resonance
Speech Therapy	92526	Treatment of swallowing dysfunction and/or oral function for feeding
Speech Therapy 96105 Assessment of Aphasia and Cognitive Performance Testing		
Speech Therapy	97129	Therapeutic interventions that focus on cognitive function
Speech Therapy	97130	Each additional 15 minutes (use in conjunction with 97129)

Information obtained from <https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services.html>

[Contact UHC](#)

Aetna:

Telemedicine coverage has been extended until 1-31-21

Codes covered by these changes appropriate to OT/PT/ST:

G2061, G2062, G2063 - Qualified nonphysician healthcare professional online assessment, for an established patient, for up to seven days, cumulative time during the 7 days; 5-10 minutes; 11 – 20 minutes; or 21 or more minutes

98970, 98971, 98972 - Qualified nonphysician health care professional online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10; 11-20; or 21 or more minutes.

Information obtained from: https://www.aetna.com/health-care-professionals/provider-education-manuals/covid-faq.html#acc_link_content_section_responsivegrid_copy_responsivegrid_accordion_10

****Update (added 5/4/21):** Aetna's liberalized coverage of Commercial telemedicine services, as described in its telemedicine policy, will continue until further notice, or as specified by state or federal regulation.

Source: <https://www.aetna.com/health-care-professionals/covid-faq/telemedicine.html.html>

[Contact Aetna](#)

Cigna:

Cigna clients will be able to receive virtual medical care not related to COVID-19 by physicians and certain providers with virtual capabilities through December 31,2020

Information obtained from: <https://www.cigna.com/coronavirus/individuals-and-families>

**** Update (added 5/4/21):** Effective as of 1/1/21, Cigna will reimburse virtual care services when **all** of the following are met:

- 1. Modifier 95 or GQ or GT is appended to the appropriate Current Procedural Terminology (CPT®) and/or HCPCS procedure code(s);
- 2. Services must be interactive and use both audio and video internet-based technologies (synchronous communication), and would be reimbursed if the service was provided face-to face (Note: services rendered via telephone only are considered interactive and will be reimbursed when the appropriate telephone only code is billed);
- 3. The customer and/or actively involved caregiver must be present on the receiving end and the service must occur in real time;
- 4. All technology used must be secure and meet or exceed federal and state privacy requirements;
- 5. A permanent record of online communications relevant to the ongoing medical care and follow up of the customer is maintained as part of the customer's medical record as if the service were provided as an in-office visit;
- 6. The permanent record must include documentation which identifies the virtual service delivery method. I.e.: audio/video or telephone only;
- 7. All services provided are medically appropriate and necessary;
- 8. The evaluation and management services (E/M) provided virtually must meet E/M criteria as defined in the 1997 Centers for Medicare and Medicaid Services (CMS) Documentation guidelines for codes outside of the 99202 through 99215 range and the 2021 CPT E/M documentation guidelines outlined by the American Medical Association for codes within the range 99202 through 99215;
- 9. The customer's clinical condition is considered to be of low to moderate complexity, and while it may be an urgent encounter, it should not be an emergent clinical condition;
- 10. Virtual care services must be provided by a health care professional who is licensed, registered, or otherwise acting within the scope of his/her licensure.

Source:

https://static.cigna.com/assets/chcp/secure/pdf/resourceLibrary/clinReimPolsModifiers/R31_Virtual_Care.pdf

[Contact cigna](#)

Blue Cross Blue Shield TN:

BCBS TN are now covering synchronous telehealth for therapy services **permanently**.

Information obtained from:

<https://bcbstnews.com/pressreleases/bluecross-making-in-network-telehealth-services-permanent/>

[Contact BCBS](#)

TennCare:

As of 1-19-21, all TennCare (Bluecare, Amerigroup, UHCCP) are covered through 3-31-21

https://providers.amerigroup.com/Public%20Documents/TNTN_PU_TalkingPointsCOVID19.pdf

<https://www.tn.gov/content/dam/tn/tenncare/documents/TennCareMCOTelehealthExtensionForCOVID19.pdf>

<https://bcbstupdates.com>

****Update** (added 5/4/21): TennCare and TennCare's MCOs will extend their current telehealth coverage policies, including coverage of telephone only encounters, through **June 30, 2021**.

Source: https://provider.amerigroup.com/docs/gpp/TN_CAID_PU_EXPRESSTATECOVID19TelehealthTelephonicVisits.pdf?v=202102051801

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Occupational Therapy	97165	Occupational therapy evaluation — low complexity

<https://providers.amerigroup.com>

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Occupational Therapy	97166	Occupational therapy evaluation — moderate complexity
Occupational Therapy	97167	Occupational therapy evaluation — high complexity

Occupational Therapy	97168	Occupational therapy re-evaluation
Occupational Therapy	97110	Therapeutic procedure, one or more areas, each 15 minutes
Occupational Therapy	97530	Therapeutic activities, one-to-one patient contact, each 15 minutes
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Category	CPT code	Description
Speech Therapy	92507	Treatment of speech, language, voice, communication, and/or auditory processing disorder
Speech Therapy	92521	Evaluation of speech fluency
Speech Therapy	92522	Evaluation of speech sound production
Speech Therapy	92523	Evaluation of speech sound production
Speech Therapy	92526	Treatment of swallowing dysfunction and/or oral function for feeding
Speech Therapy	96105	Assessment of aphasia and cognitive performance testing
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Excluded from this temporary expansion of telehealth services is any treatment that requires specialized hands on care or specialized equipment, such as whirlpools, etc. This includes athletic trainings (97169-97172), modalities (97010-97039) and group therapies. Any member currently receiving group therapy should be considered for individual therapy via telehealth.

For additional public health and provider guidance from the Tennessee Department of Health, please visit <https://www.tn.gov/health/cedep/ncov.html>.

Tricare:

If a beneficiary meets all other criteria for a covered service for speech therapy and for continuation of PT/OT (but not initiation of PT/OT), it is covered using telemedicine, using any coding modifiers as you would for a TriCare network provider office visit. *** No changes as of 5/4/21**

- Must be licensed in the state where care is provided and received
- HIPAA compliant platform
- Synchronous-use CPT code with a GT modifier, place of service 02
- Asynchronous- use CPT code with GQ modifier
- Pediatric home health services are covered as long as there is prior authorization for telehealth on file prior to provision of services. At this time telehealth visits are being 100% of home health rate
- Video conferencing platforms must meet requirements of HIPAA



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Information obtained from:

https://tricare.mil/CoveredServices/BenefitUpdates/Archives/03_24_2020_TRICARE_covers_certain_telemedicine_services

[Tricare West \(Health Net Federal Services\)-COVID-19 and Telehealth](#)

Additional Sources:

https://manuals.health.mil/pages/DisplayManualHtmlFile/2021-04-09/AsOf/TP15/C7S22_1.html

https://www.tricare-west.com/content/hnfs/home/tw/prov/benefits/benefits_a_to_z/telemedicine_services/telemedicine_details.html

[Contact Tricare](#)