
Policy Update: Telemedicine Evaluation and Management Services Effective February 15, 2025

Every year, the American Medical Association updates the Current Procedural Terminology (CPT®) code set. Based on this, we are sharing an important policy update for Florida Blue commercial and Florida Blue Medicare Advantage plans.

Effective January 1, 2025, several new telemedicine codes were added for commercial plans, including the following:

- audio-video visits for new patients (98000-98003)
- audio-video visits for established patients (98004-98007)
- audio-only telemedicine visits for new patients (98008-98011)
- audio-only telemedicine visits for established patients (98012-98015)

Additionally, a new CPT code for virtual check-in (98016) applies to commercial and Medicare Advantage plans.

About New 98000-98015 Codes for Commercial Plans

Effective February 15, 2025, in-network providers should report Telemedicine Evaluation and Management (E&M) services with CPT codes 98000-98007 for synchronous audio-video services, and CPT codes 98008-98015 for synchronous audio-only services. The audio-video and audio-only code family subsets have parallel codes for new patients and established patients as listed above. These codes are reported based on the level of medical decision making or total time on the date of the encounter. Modifiers 93 or 95 are not required when reporting these services. **CPT codes 98000-98007 and 98008-98015 should not be reported for Medicare Advantage plans.**

About Existing 99202-99215 Codes for Medicare Advantage Plans

Florida Blue aligns with the Centers for Medicare & Medicaid Services policy for Medicare Advantage plans and will require the existing office/outpatient E&M codes (99202-99205 and 99212-99215) with modifiers 93 or 95 to include the appropriate place of service code to identify the location of the member. **For commercial plans, CPT codes 99202-99205 and 99212-99215 with modifiers 93 or 95 should not be used.**

About the New 98016 Code

In-network providers may report CPT code 98016 for a brief communication technology-based service, e.g. virtual check-in. This applies to commercial and Medicare Advantage plans.

For additional details, please refer to the Virtual Visits policy on our [payment policy](#) page at [FloridaBlue.com](https://www.floridablue.com). Select *For Providers*, then Tools and Resources, and navigate to *Medical & Pharmacy Policies and Guidelines – Payment Policies*.