

## Revision to Policy Update: Telemedicine Evaluation and Management Services

Earlier this year, we shared information about a telemedicine policy update for Florida Blue commercial plans. That change indicated we would no longer accept the existing Evaluation and Management (E&M) telemedicine codes, only accepting the new codes.\*

We have made the decision to continue to accept either (existing or new) telemedicine codes with the modifier. This change is temporary and will result in the re-processing of commercial plan claims that denied after February 15, 2025. Impacted claims billed with the modifier and E&M code for telemedicine will be re-processed. There is no need to resubmit claims.

- **Through December 31, 2025**, we will accept telemedicine claims billed using either the existing E&M codes (used prior to January 1) or the new codes that became available January 1, 2025.
- We will continue to process – and retroactively re-process – denied claims with the modifier and E&M codes **after February 15, 2025** for commercial plans. **Resubmitting your denied claim(s) is not necessary for reprocessing.**
- **Effective January 1, 2026**, to be reimbursed for telemedicine, providers **must use the new CPT codes** that became effective on January 1, 2025. Reimbursement for these codes will be at the contract rate in effect.
- Florida Blue will continue to accept both the existing and new codes. However, there may be a difference in the reimbursement allowance.

### As Previously Communicated

Effective **January 1, 2025**, the following new telemedicine codes were added to the CPT code set for commercial plans:

- 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 our commercial and Medicare Advantage plans.

### About New 98000-98015 Codes for Commercial Plans

In-network providers should report telemedicine 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.** As mentioned above, denied claims without

these codes, processed since February 15, will be re-processed accordingly. No action is required. **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 our 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*.

\* Current Procedural Terminology (CPT®) codes updated by the American Medical Association, effective January 1, 2025.