

Important Policy Update: **Telemedicine Evaluation and Management Services**

As shared earlier this year in a [previous telemedicine policy update](#), we are implementing changes for Evaluation and Management (E&M) telemedicine services.

Beginning January 1, 2026, we will no longer accept office E&M codes 99202-99215 with modifiers 93 or 95 for telemedicine services for commercial plans.

- As a reminder, through December 31, 2025, we are accepting telemedicine claims billed using either the office E&M codes and modifiers in place prior to January 1, 2025, or the specific telemedicine CPT codes that became available January 1, 2025. Please refer to the [April 2025 bulletin](#) for additional details.
- **Effective January 1, 2026**, to be reimbursed for E&M telemedicine services, providers **must use the CPT codes that became effective on January 1, 2025 (listed below)**. Reimbursement for these codes will be at the contract rate in effect and there may be a difference in the reimbursement allowance.

As Previously Communicated

The following telemedicine codes were added to the CPT code set with an effective date of January 1, 2025. While we were accepting these, along with 99202-99205 and 99212-99215 with modifiers 93 or 95, **starting January 1, 2026, only the following codes will be accepted 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)

Note: Code 98016 for virtual check-in applies to commercial and Medicare Advantage plans.

About 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. CPT codes 98000-98015 should not be reported for Medicare Advantage plans.**

About the 98016 Code

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

For more details, refer to the Virtual Visits policy on our [payment policy](#) page at [FloridaBlue.com](#).