



#### **Private Property of Truli for Health**

This payment policy is Copyright 2023, Truli for Health. All Rights Reserved. You may not copy or use this document or disclose its contents without the express written permission of Truli for Health. The medical codes referenced in this document may be proprietary and owned by others. Truli for Health makes no claim of ownership of such codes. Our use of such codes in this document is for explanation and guidance and should not be construed as a license for their use by you. Before utilizing the codes, please be sure that to the extent required, you have secured any appropriate licenses for such use. Current Procedural Terminology (CPT) is Copyright 2023 American Medical Association. All Rights Reserved. No fee schedules, basic units, relative values, or related listings are included in CPT. The AMA assumes no liability for the data contained herein. Applicable FARS/DFARS restrictions apply to government use. CPT® is a trademark of the American Medical Association.

**Payment Policy ID Number: 20-069**

**Original Effective Date: 07/01/2020**

**Revised: 01/01/2024**

## **Virtual Visits**

**THIS PAYMENT POLICY IS NOT AN AUTHORIZATION, CERTIFICATION, EXPLANATION OF BENEFITS, OR A GUARANTEE OF PAYMENT, NOR DOES IT SUBSTITUTE FOR OR CONSTITUTE MEDICAL ADVICE. ALL MEDICAL DECISIONS ARE SOLELY THE RESPONSIBILITY OF THE PATIENT AND PHYSICIAN. BENEFITS ARE DETERMINED BY THE GROUP CONTRACT, MEMBER BENEFIT BOOKLET, AND/OR INDIVIDUAL SUBSCRIBER CERTIFICATE IN EFFECT AT THE TIME SERVICES WERE RENDERED. THIS PAYMENT POLICY APPLIES TO ALL LINES OF BUSINESS AND PROVIDERS OF SERVICE. IT DOES NOT ADDRESS ALL POTENTIAL ISSUES RELATED TO PAYMENT FOR SERVICES PROVIDED TO TRULI MEMBERS AS LEGISLATIVE MANDATES, PROVIDER CONTRACT DOCUMENTS OR THE MEMBER'S BENEFIT COVERAGE MAY SUPERSEDE THIS POLICY.**

### **DESCRIPTION:**

A Virtual Visit is an evaluation and management service or other service by a provider where patient care, treatment or services are rendered, in place of an in-person visit, through the use of real-time interactive audio and video telecommunications. Virtual Visits provide our eligible participating providers with the option of delivering outpatient primary care services to our members via a virtual visit when appropriate.

Effective 01/01/2021, Truli for Health will allow Virtual Visits as a covered member benefit.

A Virtual Visit does not include the provision of services solely through:

- (1) audio-only telephone;
- (2) email messages;
- (3) text messages;
- (4) facsimile transmission;
- (5) U.S. Mail or other parcel service; or
- (6) any combination thereof.

To be eligible to offer Virtual Visits, a physician practice must be designated by Truli for Health as a virtual care provider. In order to be a "Virtual Care Provider," a provider must have a signed Virtual Care Addendum or Amendment to their participating provider agreement and agrees to:

- Technology
  - Use of an interactive audio and video telecommunications system that permits real-time

- communication between you at the distant site, and the beneficiary at the originating site.
  - Technology must comply with CMS telehealth guidelines and remain HIPAA compliant.
  - A contract with a vendor partner will exist between the provider and vendor.
- Standard of Care
  - A provider has the duty to practice in a manner consistent with his or her scope of practice and the prevailing professional standard of practice for a health care professional who provides in-person health care services to Florida patients.

**REIMBURSEMENT INFORMATION:**

Virtual visits must be reported with the appropriate Current Procedural Terminology (CPT®) or Healthcare Common Procedure Coding System (HCPCS) code(s) that describes the virtual visit. Modifier 95 or GT must be appended, indicating the use of interactive audio and video telecommunications technology. The service should also be reported using place of service code 02 or 10 to indicate the location where the member received the services through a telecommunication system.

Designated providers reporting virtual visits with modifier 95 or modifier GT are reimbursed at 75% of the normal fee schedule allowance.

If multiple virtual visits are performed on the same date of service, the visits should be combined into a single evaluation and management (E/M) code. If a face-to-face visit is performed on the same day as a virtual visit, the visits should be combined into a single E/M code. If multiple E/M codes are reported by the same practitioner on the day for the same patient, only one E/M code will be allowed.

**BILLING/CODING INFORMATION:**

**Modifiers**

95	Synchronous Telemedicine Service Rendered via Real-Time Interactive Audio and Video Telecommunications System. Synchronous telemedicine service is defined as a real-time interaction between a physician or other qualified healthcare professional and a patient who is located at a distant site from the physician or other qualified healthcare professional.
GT	Via interactive audio and video telecommunication systems

**Place of Service Codes**

Place of Service Code	Place of Service Name	Place of Service Description
02	Telehealth Provided Other than in Patient's Home	The location where health services and health related services are provided or received, through telecommunication technology. Patient is not located in their home when receiving health services or health related services through telecommunication technology.
10	Telehealth Provided in Patient's Home	The location where health services and health related services are provided or received, through telecommunication technology. Patient is located in their home (which is a location other than a hospital or other facility where the patient receives care in a private residence) when receiving health services or health related services through telecommunication technology.

## CPT® Codes

Below is a list of the CPT® codes approved for payment for virtual visits.

Code	Description	Effective Date
77427	Radiation tx management x5	01/01/2024
90785	Psytx complex interactive	07/01/2020
90791	Psych diagnostic evaluation	07/01/2020
90792	Psych diag eval w/med srvc	07/01/2020
90832	Psytx pt&/family 30 minutes	07/01/2020
90833	Psytx pt&/fam w/e&m 30 min	07/01/2020
90834	Psytx pt&/family 45 minutes	07/01/2020
90836	Psytx pt&/fam w/e&m 45 min	07/01/2020
90837	Psytx pt&/family 60 minutes	07/01/2020
90838	Psytx pt&/fam w/e&m 60 min	07/01/2020
90839	Psytx crisis initial 60 min	07/01/2020
90840	Psytx crisis ea addl 30 min	07/01/2020
90845	Psychoanalysis	07/01/2020
90846	Family psytx w/o patient	07/01/2020
90847	Family psytx w/patient	07/01/2020
96116	Neurobehavioral status exam	07/01/2020
96160	Pt-focused hlth risk assmt	07/01/2020
96161	Caregiver health risk assmt	07/01/2020
97802	Medical nutrition indiv in	07/01/2020
97803	Med nutrition indiv subseq	07/01/2020
97804	Medical nutrition group	07/01/2020
98966	Hc pro phone call 5-10 min	01/01/2024
98967	Hc pro phone call 11-20 min	01/01/2024
98968	Hc pro phone call 21-30 min	01/01/2024
99202	Office/outpatient visit new	07/01/2020
99203	Office/outpatient visit new	07/01/2020
99204	Office/outpatient visit new	07/01/2020
99205	Office/outpatient visit new	07/01/2020
99211	Office/outpatient visit est	07/01/2020
99212	Office/outpatient visit est	07/01/2020
99213	Office/outpatient visit est	07/01/2020
99214	Office/outpatient visit est	07/01/2020
99215	Office/outpatient visit est	07/01/2020
99221	Initial hospital care	01/01/2024
99222	Initial hospital care	01/01/2024
99223	Initial hospital care	01/01/2024

99406	Behav chng smoking 3-10 min	07/01/2020
99407	Behav chng smoking > 10 min	07/01/2020
99441	Telephone eval and mgmt. 5-10 min	07/01/2020
99442	Telephone eval and mgmt. 11-20 min	07/01/2020
99443	Telephone eval and mgmt. 21-30 min	07/01/2020
99495	Trans care mgmt 14 day disch	07/01/2020
99496	Trans care mgmt 7 day disch	07/01/2020
99497	Advncd care plan 30 min	07/01/2020
99498	Advncd care plan addl 30 min	07/01/2020
G0108	Diab manage trn per indiv	07/01/2020
G0109	Diab manage trn ind/group	07/01/2020
G0270	Mnt subs tx for change dx	07/01/2020
G0296	Visit to determ ldct elig	07/01/2020
G0316	Prolonged hospital inpatient or observation care	01/01/2024
G0317	Prolonged nursing facility evaluation and management service	01/01/2024
G0318	Prolonged home or residence evaluation and management	01/01/2024
G0396	Alcohol/subs interv 15-30mn	07/01/2020
G0397	Alcohol/subs interv >30 min	07/01/2020
G0442	Annual alcohol screen 15 min	07/01/2020
G0443	Brief alcohol misuse counsel	07/01/2020
G0444	Depression screen annual	07/01/2020
G0445	High inten beh couns std 30m	07/01/2020
G0446	Intens behave ther cardio dx	07/01/2020
G0447	Behavior counsel obesity 15m	07/01/2020
G0459	Telehealth inpt pharm mgmt.	07/01/2020
G0506	Comp asses care plan ccm svc	07/01/2020
90951	Esrd serv 4 visits p mo <2yr	01/01/2021
90952	Esrd serv 2-3 vsts p mo <2yr	01/01/2021
90954	Esrd serv 4 vsts p mo 2-11	01/01/2021
90955	Esrd srv 2-3 vsts p mo 2-11	01/01/2021

90957	Esrd srv 4 vsts p mo 12-19	01/01/2021
90958	Esrd srv 2-3 vsts p mo 12-19	01/01/2021
90960	Esrd srv 4 visits p mo 20+	01/01/2021
90961	Esrd srv 2-3 vsts p mo 20+	01/01/2021
90963	Esrd home pt serv p mo <2yrs	01/01/2021
90964	Esrd home pt serv p mo 2-11	01/01/2021
90965	Esrd home pt serv p mo 12-19	01/01/2021
90966	Esrd home pt serv p mo 20+	01/01/2021
90967	Esrd home pt serv p day <2	01/01/2021
90968	Esrd home pt serv p day 2-11	01/01/2021
90969	Esrd home pt serv p day 12-19	01/01/2021
90970	Esrd home pt serv p day 20+	01/01/2021
99231	Subsequent hospital care	01/01/2021
99232	Subsequent hospital care	01/01/2021
99233	Subsequent hospital care	01/01/2021
99304	Nursing facility care init	01/01/2024
99305	Nursing facility care init	01/01/2024
99306	Nursing facility care init	01/01/2024
99307	Nursing fac care subseq	01/01/2021
99308	Nursing fac care subseq	01/01/2021
99309	Nursing fac care subseq	01/01/2021
99310	Nursing fac care subseq	01/01/2021
G0406	Inpt/tele follow up 15	01/01/2021
G0407	Inpt/tele follow up 25	01/01/2021
G0408	Inpt/tele follow up 35	01/01/2021
G0410	Grp psych partial hosp 45-50	01/01/2024
G0420	Ed svc ckd ind per session	01/01/2021
G0421	Ed svc ckd grp per session	01/01/2021
G0422	Intens cardiac rehab w/exerc	01/01/2024
G0423	Intens cardiac rehab no exer	01/01/2024
G0425	Inpt/ed teleconsult30	01/01/2021
G0426	Inpt/ed teleconsult50	01/01/2021
G0427	Inpt/ed teleconsult70	01/01/2021
G0438	Ppps, initial visit	01/01/2021
G0439	Ppps, subseq visit	01/01/2021
G0508	Crit care telehea consult 60	01/01/2021
G0509	Crit care telehea consult 50	01/01/2021
G0513	Prolong prev svcs, first 30m	01/01/2021
G0514	Prolong prev svcs, addl 30m	01/01/2021
G3003	Addition 15m pain mang	01/01/2024
G9685	Acute nursing facility care	01/01/2024

G2086	Off base opioid tx first m	01/01/2021
G2087	Off base opioid tx, sub m	01/01/2021
G2088	Off opioid tx month add 30	01/01/2021
90969	Esrd home pt serv p day 12-19	01/01/2021
90853	Group psychotherapy (other than of a multiple-family group)	03/31/2021
96121	Psychological and Neuropsychol	03/31/2021
99341	Home visit new patient	01/01/2024
99342	Home visit new patient	01/01/2024
99344	Home visit new patient	01/01/2024
99345	Home visit new patient	01/01/2024
99347	Home Visits, Established Patient	03/31/2021
99348	Home Visits, Established Patient	03/31/2021
99483	Cognitive Assessment and Care Planning Services	03/31/2021
G2211	Visit Complexity Inherent to Certain Office/Outpatient Evaluation and Management (E/M)	03/31/2021
G2212	Prolonged Services	03/31/2021
99349	Home Visits, Established Patient	03/31/2021
99350	Home Visits, Established Patient	03/31/2021
99281	Emergency Department Visits, Levels 1-5	03/31/2021
99282	Emergency Department Visits, Levels 1-5	03/31/2021
99283	Emergency Department Visits, Levels 1-5	03/31/2021
99284	Emergency Department Visits, Levels 1-5	03/31/2021
99285	Emergency Department Visits, Levels 1-5	03/31/2021
99315	Nursing facilities discharge day management	03/31/2021
99316	Nursing facilities discharge day management	03/31/2021
96130	Psychological and Neuropsychological Testing	03/31/2021

96131	Psychological and Neuropsychological Testing	03/31/2021
96132	Psychological and Neuropsychological Testing	03/31/2021
96133	Psychological and Neuropsychological Testing	03/31/2021
96136	Psychological and Neuropsychological Testing	03/31/2021
96137	Psychological and Neuropsychological Testing	03/31/2021
96138	Psychological and Neuropsychological Testing	03/31/2021
96139	Psychological and Neuropsychological Testing	03/31/2021
97161	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
97162	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
97163	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
97164	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
97165	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
97166	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
97167	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
97168	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
97110	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
97112	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
97116	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
97150	Group therapeutic	01/01/2024

	procedures	
97535	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
97750	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
97755	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
97760	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
97761	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
97763	Orthc/prostc mgmt sbsq enc	01/01/2024
92521	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
92522	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
92523	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
92524	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021
92526	Oral function therapy	01/01/2024
93797	Cardiac rehab	01/01/2024
93798	Cardiac rehab/monitor	01/01/2024
94002	Vent mgmt inpat init day	01/01/2024
94003	Vent mgmt inpat subq day	01/01/2024
94004	Vent mgmt nf per day	01/01/2024
94005	Home vent mgmt supervision	01/01/2024
94625	Phy/qhp op pulm rhb w/o mntr	01/01/2024
94626	Phy/qhp op pulm rhb w/ mntr	01/01/2024
94664	Evaluate pt use of inhaler	01/01/2024
96105	Assessment of aphasia	01/01/2024
96112	Devel tst phys/qhp 1st hr	01/01/2024
96113	Devel tst phys/qhp ea addl	01/01/2024
96125	Cognitive test by hc pro	01/01/2024
92507	Therapy Services, Physical and Occupational Therapy, All levels	03/31/2021



92508	Speech/hearing therapy	01/01/2024
99238	Hospital discharge day management	03/31/2021
99239	Hospital discharge day management	03/31/2021
99468	Neonate crit care initial	01/01/2024
99469	Inpatient Neonatal and Pediatric Critical Care, Subsequent	03/31/2021
99471	Ped critical care initial	01/01/2024
99472	Inpatient Neonatal and Pediatric Critical Care, Subsequent	03/31/2021
99473	Self-meas bp pt educaj/train	01/01/2024
99475	Ped crit care age 2-5 init	01/01/2024
99476	Inpatient Neonatal and Pediatric Critical Care, Subsequent	03/31/2021
99477	Init day hosp neonate care	01/01/2024
99478	Continuing Neonatal Intensive Care Services	03/31/2021
99479	Continuing Neonatal Intensive Care Services	03/31/2021
99480	Continuing Neonatal Intensive Care Services	03/31/2021
99291	Critical Care Services	03/31/2021
99292	Critical Care Services	03/31/2021
90952	End-Stage Renal Disease Monthly Capitation Payment codes	03/31/2021
90953	End-Stage Renal Disease Monthly Capitation Payment codes	03/31/2021
90956	End-Stage Renal Disease Monthly Capitation Payment codes	03/31/2021
90959	End-Stage Renal Disease Monthly Capitation Payment codes	03/31/2021
90962	End-Stage Renal Disease Monthly Capitation Payment codes	03/31/2021
99234	Observ/hosp same date	01/01/2024
99235	Observ/hosp same date	01/01/2024
99236	Observ/hosp same date	01/01/2024
96164	Hlth bhv ivntj grp 1st 30	03/31/2021

96165	Hlth bhv ivntj grp ea addl	03/31/2021
96167	Hlth bhv ivntj fam 1st 30	03/31/2021
96168	Hlth bhv ivntj fam ea addl	03/31/2021
97151	Bhv id assmt by phys/qhp	03/31/2021
97152	Bhv id suprt assmt by 1 tech	03/31/2021
97153	Adaptive behavior tx by tech	03/31/2021
97154	Grp adapt bhv tx by tech	03/31/2021
97155	Adapt behavior tx phys/qhp	03/31/2021
97156	Fam adapt bhv tx gdn phy/qhp	03/31/2021
97157	Mult fam adapt bhv tx gdn	03/31/2021
97158	Grp adapt bhv tx by phy/qhp	03/31/2021
96127	Brief emotional/behav assmt	03/31/2021
90853	Group psychotherapy	03/31/2021
96156	Hlth bhv assmt/reassessment	03/31/2021
96158	Hlth bhv ivntj indiv 1st 30	03/31/2021
96159	Hlth bhv ivntj indiv ea addl	03/31/2021

**RELATED POLICIES:**

Evaluation and Management Services by Physicians in the Same Group Practice 20-068  
 Evaluation and Management for Office or Other Outpatient Services 21-070

**REFERENCES:**

1. American Medical Association, Current Procedural Terminology (CPT®), Professional Edition
2. CMS Place of Service Code Set, [https://www.cms.gov/Medicare/Coding/place-of-service-codes/Place\\_of\\_Service\\_Code\\_Set](https://www.cms.gov/Medicare/Coding/place-of-service-codes/Place_of_Service_Code_Set)

**GUIDELINE UPDATE INFORMATION**

07/01/2020	New Policy Established
01/01/2021	Revised Policy
03/21/2021	Revised Policy
01/01/2021	Annual Review – Place of service 10 added to “Reimbursement Information” section and Place of Service code descriptions added to “Billing/Coding Information” section.
01/12/2023	Annual Review – References reviewed and updated
01/11/2024	Annual Review – References reviewed and updated CPT codes

**Private Property of Truli for Health**

This payment policy is Copyright 2023 Truli for Health. All Rights Reserved. You may not copy or use this document or disclose its

contents without the express written permission of Truli for Health. The medical codes referenced in this document may be proprietary and owned by others. Truli for Health makes no claim of ownership of such codes. Our use of such codes in this document is for explanation and guidance and should not be construed as a license for their use by you. Before utilizing the codes, please be sure that to the extent required, you have secured any appropriate licenses for such use. Current Procedural Terminology (CPT) is Copyright 2023 American Medical Association. All Rights Reserved. No fee schedules, basic units, relative values, or related listings are included in CPT. The AMA assumes no liability for the data contained herein. Applicable FARS/DFARS restrictions apply to government use. CPT® is a trademark of the American Medical Association.

Health coverage is offered by Truli for Health, an affiliate of Florida Blue. These companies are Independent Licensees of the Blue Cross and Blue Shield Association.