

September 30, 2021

COVID-19: TELEPHONE (AUDIO-ONLY) SERVICES – PHYSICAL HEALTH

MEDICAID/CHIP

BACKGROUND

Providers may bill codes **99201-99205** and **99211-99215** for dates of service of **March 20, 2020, through December 31, 2021**, to receive Medicaid reimbursement for **telephone** (audio-only) medical services.

KEY DETAILS

To help ensure continuity of care during the COVID-19 (coronavirus) response, HHSC is authorizing providers to bill codes 99201-99205 and 99211-99215 for telephone (audio-only) medical (physician delivered) evaluation and management services delivered on **March 20, 2020, through December 31, 2021**.

Providers should continue to use the 95 modifier to indicate that remote delivery has occurred.

Telephonic evaluation and management services are not to be billed if clinical decision-making dictates a need to see the patient for an in-person or telemedicine (video) office visit within 24 hours or at the next available appointment. In those circumstances, the telephone service shall be considered a part of the subsequent office visit. If the telephone call follows an office visit performed and reported within the past seven calendar days for the same diagnosis, then the telephone services are considered part of the previous office visit and are not separately billed.

ADDITIONAL INFORMATION

Providers can refer to the *Texas Medicaid Provider Procedures Manual, Telecommunication Services Handbook* for additional information about the Texas Medicaid telemedicine services benefit.

RESOURCES

http://www.tmhp.com/Pages/Medicaid/Medicaid_Publications_ProviderManual_Current.aspx