

Telehealth Services (Telemedicine)

CHPW follows the Apple Health provider guidance and related [WAC 182-531-1730](#) and [CMS guidelines](#). The limitations are the same for any provider providing telemedicine services. The provider must be operating within the scope of their license; they must be at an approved originating site, and using HIPAA compliant, interactive, real-time audio and video telecommunications (including web-based applications) or store and forward technology. The services must be covered services that are within the scope of the provider's license. Additional limitations apply for drug monitoring. Please see the HCA's [Physician-Related Services/Health Care Professional Services Billing Guide](#) (physical health services) or [Mental Health Services Billing Guide](#) (includes drug monitoring) for more information.

Originating sites are paid an originating site facility fee for telehealth services as described by HCPCS code Q3014.

Eligible originating sites:

- Clinics
- Community mental health/chemical dependency settings
- Dental offices
- Federally qualified health center (FQHC)
- Home or any location determined appropriate by the individual receiving service
- Hospitals (inpatient and outpatient)
- Neurodevelopmental centers
- Physician or other health professional's office
- Rural health clinics (RHC)
- Schools
- Skilled nursing facilities

If a provider from the originating site performs a separately identifiable service for the client on the same day as telemedicine, documentation for both services must be clearly and separately identified in the client's medical record.

Distant site:

The payment amount for the professional service provided through telemedicine by the provider at the distant site is equal to the current fee schedule amount for the service provided.

Use the appropriate CPT codes with modifier GT or modifier 95 (via interactive audio and video telecommunications system) when submitting claims to the agency for payment. Both of these modifiers are acceptable to indicate synchronized telecommunication.

Effective January 1, 2017, a new point of service (POS) code 02 has been created for physicians or practitioners providing Telehealth services from a distant site. The POS 02 code is the location where health services are provided through telecommunication technology. The POS 02 code does not apply to the originating site.

Modifiers GT, GQ, and 95 are required when billing POS 02. Please make sure to bill Telehealth services correctly, using POS code 02 and the GT, GQ, or 95 modifiers, to avoid claim payment delays.

If you have questions, you can:

- Call Apple Health Customer Service, (800) 440-1561
- Call Medicare Customer Service, (800) 942-0247
- Email cs.claimsdistribution@chpw.org (for Apple Health or Medicare)