**Coverage for Telehealth Services In Tennessee**

**\*\*This information was gathered through an effort of TNOTA’s advocacy team. It is current, to the best of our knowledge, as of July 6th, 2021. \*\*\***

**Note: The PHE was renewed on 4/15/2021 to remain effective from 4/21/2021 through 7/19/2021, unless otherwise renewed for another 90 day term. If PHE not renewed, many of these telehealth statements will be changing.**

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| **Traditional Medicare (part A and B)** |
|  Changes related to telehealth and Medicare beneficiaries **\*\*Updated on 7/6/2021:** On 4/15/2021 the public health emergency was renewed making all Medicare expansions due to the COVID-19 pandemic active until PHE expires. Medicare has temporarily expanded its coverage of [telehealth services](https://www.medicare.gov/coverage/telehealth) to respond to the current Public Health Emergency. These services expand the current telehealth covered services, to help you have access from more places (including your home), with a wider range of communication tools (including smartphones), to interact with a range of providers (like doctors, nurse practitioners, clinical psychologists, licensed clinical social workers, physical therapists, occupational therapists, and speech language pathologists). During this time, you will be able to receive a specific set of services through telehealth including evaluation and management visits (common office visits), mental health counseling and preventive health screenings without a copayment if you have Original Medicare. This will help ensure you are able to visit with your doctor from your home, without having to go to a doctor’s office or hospital, which puts you and others at risk of exposure to COVID-19.* Effective April 30, 2020, the Centers for Medicare and Medicaid Services (CMS) determined that occupational therapists will be allowed to perform telehealth services for Medicare beneficiaries during the COVID-19 health crisis. Initially, occupational therapy services were not covered under the CARES Act but through the tireless efforts of advocates this is no longer the case. Telehealth services can be billed using the list of CPT codes CMS issued on March 30, 2020. AOTA is continuing to advocate for occupational therapy assistants to provide telehealth services during this time. For more information, refer to the resources listed below. The main modification is in regard to the section 1834(m)(4)(E) of the Act and 42 CFR § 410.78 (b)(2) which expands the types of practitioners who can provide telehealth services from a remote site such as physical therapists and speech language pathologists.

[**https://www.cms.gov/files/document/summary-covid-19-emergency-declaration-waivers.pdf**](https://www.cms.gov/files/document/summary-covid-19-emergency-declaration-waivers.pdf)[**https://www.aota.org/Advocacy-Policy/Federal-Reg-Affairs/News/2020/Medicare-Telehealth-Success.aspx?promo\_name=cms-tele-apr&promo\_creative=Advocacy-Policy&promo\_position=hero**](https://www.aota.org/Advocacy-Policy/Federal-Reg-Affairs/News/2020/Medicare-Telehealth-Success.aspx?promo_name=cms-tele-apr&promo_creative=Advocacy-Policy&promo_position=hero)**Download the list of covered codes at** <https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes>Covered OT codes include:

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| 97165 | Ot eval low complex 30 min | Temporary Addition for the PHE for the COVID-19 Pandemic |
| 97166 | Ot eval mod complex 45 min | Temporary Addition for the PHE for the COVID-19 Pandemic |
| 97167 | Ot eval high complex 60 min | Temporary Addition for the PHE for the COVID-19 Pandemic |
| 97168 | Ot re-eval est plan care | Temporary Addition for the PHE for the COVID-19 Pandemic |
| 97530 | Therapeutic activities | Temporary Addition for the PHE for the COVID-19 Pandemic—Added 4/30/20 |
| 97535 | Self care mngment training | Temporary Addition for the PHE for the COVID-19 Pandemic |
| 97542 | Wheelchair mngment training | Temporary Addition for the PHE for the COVID-19 Pandemic—Added 4/30/20 |
| 97750 | Physical performance test | Temporary Addition for the PHE for the COVID-19 Pandemic |
| 97755 | Assistive technology assess | Temporary Addition for the PHE for the COVID-19 Pandemic |
| 97760 | Orthotic mgmt&traing 1st enc | Temporary Addition for the PHE for the COVID-19 Pandemic |
| 97761 | Prosthetic traing 1st enc | Temporary Addition for the PHE for the COVID-19 Pandemic |

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| **United Health Care** |
| **\*\*Updated:** On 5/13/2021 United Healthcare updated their statement regarding OT teletherapy services. UHC will continue “to reimburse physical, occupational, and speech therapy telehealth services provided by qualified healthcare professionals when rendered using interactive audio video technology. Reimbursable codes are limited to the specific set of physical, occupational and speech therapy codes listed [**here.**”](https://www.uhcprovider.com/content/dam/provider/docs/public/resources/news/2020/covid19/telehealth-services-pt-ot-st.pdf) Please refer to UHCprovider.com/covid19 for details on the beginning and end dates that these apply to the various UnitedHealthcare plans.

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| **Provider Type**  | **CPT Code®**  | **Description**  |
| Physical Therapy  | 97161  | Physical therapy evaluation - low complexity  |
| Physical Therapy  | 97162  | Physical therapy evaluation - moderate complexity  |
| Physical Therapy  | 97163  | Physical therapy evaluation - high complexity  |
| Physical Therapy  | 97164  | Physical therapy re-evaluation  |
| Physical Therapy  | 97110  | Therapeutic procedure, one or more areas, each 15 minutes  |
| Physical Therapy  | 97116  | Gait training  |
| Physical Therapy  | 97530  | Therapeutic activities, one-to-one patient contact, each 15 minutes  |
| Physical Therapy  | 97112  | Therapeutic procedure, one or more areas, each 15 minutes  |
| Physical Therapy  | 97535  | Self-care/home management training, each 15 minutes  |
| Physical Therapy  | 97750  | Physical performance test  |
| Physical Therapy  | 97755  | Assistive technology assessment  |
| Physical Therapy  | 97760  | Orthotic management and training 1st encounter  |
| Physical Therapy  | 97761  | Prosthetic training 1st encounter  |
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| Occupational Therapy  | 97165  | Occupational therapy evaluation - low complexity  |
| Occupational Therapy  | 97166  | Occupational therapy evaluation - moderate complexity  |
| Occupational Therapy  | 97167  | Occupational therapy evaluation - high complexity  |
| Occupational Therapy  | 97168  | Occupational therapy re-evaluation  |
| Occupational Therapy  | 97110  | Therapeutic procedure, one or more areas, each 15 minutes  |
| Occupational Therapy  | 97530  | Therapeutic activities, one-to-one patient contact, each 15 minutes  |
| Occupational Therapy  | 97112  | Therapeutic procedure, one or more areas, each 15 minutes  |
| Occupational Therapy  | 97535  | Self-care/home management training, each 15 minutes  |
| Occupational Therapy  | 97750  | Physical performance test  |
| Occupational Therapy  | 97755  | Assistive technology assessment  |
| Occupational Therapy  | 97760  | Orthotic management and training 1st encounter  |
| Occupational Therapy  | 97761  | Prosthetic training 1st encounter  |
| Speech Therapy  | 92507  | Treatment of speech, language, voice, communication and/or auditory processing disorder  |
| Speech Therapy  | 92521  | Evaluation of speech fluency  |
| Speech Therapy  | 92522  | Evaluation of speech sound production  |
| Speech Therapy  | 92523  | Evaluation of speech sound production  |
| Speech Therapy  | 92524  | Behavioral and qualitative analysis of voice and resonance  |
| Speech Therapy  | 92526  | Treatment of swallowing dysfunction and/or oral function for feeding  |

Speech Therapy 96105 Assessment of Aphasia and Cognitive Performance Testing

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| Speech Therapy  | 97129  | Therapeutic interventions that focus on cognitive function  |
| Speech Therapy  | 97130  | Each additional 15 minutes (use in conjunction with 97129)  |

Information obtained from <https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services.html>[Contact UHC](https://www.uhcprovider.com/en/contact-us.html) |
| Aetna: |
| **\*\*Update** (as of 4/14/21): “Aetna’s liberalized coverage of Commercial telemedicine services, as described in its telemedicine policy, will continue until further notice”, or as specified by state or federal regulation.“All member cost-sharing waivers for covered in-network telemedicine visits for outpatient behavioral and mental health counseling services for Commercial plans are active until January 31, 2021.6 Aetna self-insured plan sponsors offer this waiver at their discretion. Cost share waivers for any in-network covered medical and behavioral health services telemedicine visit for Aetna Student Health plans are active until January 31, 2021.For Individual Aetna Medicare Advantage members, copays are waived for in-network telehealth visits for primary care through the end of the Public Health Emergency. Cost share waivers for specialist telehealth visits expired on January 31, 2021 for all Medicare Advantage members. A telehealth visit with a specialist provider will now result in the same cost share as an in-person office visit.”Information obtained from: <https://www.aetna.com/health-care-professionals/provider-education-manuals/covid-faq.html#acc_link_content_section_responsivegrid_copy__responsivegrid_accordion_10>Codes covered by these changes appropriate to OT/PT/ST:G2061, G2062, G2063 - Qualified nonphysician healthcare professional online assessment, for an established patient, for up to seven days, cumulative time during the 7 days; 5-10 minutes; 11 – 20 minutes; or 21 or more minutes98970, 98971, 98972 - Qualified nonphysician health care professional online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10; 11-20; or 21 or more minutes.Source: <https://www.aetna.com/health-care-professionals/covid-faq/telemedicine.html.html> [Contact Aetna](https://www.aetna.com/health-care-professionals/forms/contact-us-online.html) |
| Cigna: |
| Cigna clients will be able to receive virtual medical care not related to COVID-19 by physicians and certain providers with virtual capabilities through December 31,2020Information obtained from: https://www.cigna.com/coronavirus/individuals-and-families\*\* **Update** (as of last website update on 4/29/2021): Cigna will continue to reimburse virtual care services following the 1/1/2021 Virtual Care Reimbursement Policy, that states ongoing reimbursement for virtual care provided to Cigna patients with commercial medical coverage, when **all** of the following are met:* 1. Modifier 95 or GQ or GT is appended to the appropriate Current Procedural Terminology (CPT®) and/or HCPCS procedure code(s);
* 2. Services must be interactive and use both audio and video internet-based technologies (synchronous communication), and would be reimbursed if the service was provided face-to face (Note: services rendered via telephone only are considered interactive and will be reimbursed when the appropriate telephone only code is billed);
* 3. The customer and/or actively involved caregiver must be present on the receiving end and the service must occur in real time;
* 4. All technology used must be secure and meet or exceed federal and state privacy requirements;
* 5. A permanent record of online communications relevant to the ongoing medical care and follow up of the customer is maintained as part of the customer’s medical record as if the service were provided as an in-office visit;
* 6. The permanent record must include documentation which identifies the virtual service delivery method. I.e.: audio/video or telephone only;
* 7. All services provided are medically appropriate and necessary;
* 8. The evaluation and management services (E/M) provided virtually must meet E/M criteria as defined in the 1997 Centers for Medicare and Medicaid Services (CMS) Documentation guidelines for codes outside of the 99202 through 99215 range and the 2021 CPT E/M documentation guidelines outlined by the American Medical Association for codes within the range 99202 through 99215;
* 9. The customer’s clinical condition is considered to be of low to moderate complexity, and while it may be an urgent encounter, it should not be an emergent clinical condition;
* 10. Virtual care services must be provided by a health care professional who is licensed, registered, or otherwise acting within the scope of his/her licensure.

Source: <https://static.cigna.com/assets/chcp/secure/pdf/resourceLibrary/clinReimPolsModifiers/R31_Virtual_Care.pdf> [Contact cigna](https://www.cigna.com/contact-us/) |
| Blue Cross Blue Shield TN: |
| BCBS TN are now covering synchronous telehealth for therapy services **permanently**. Information obtained from:<https://bcbstnews.com/pressreleases/bluecross-making-in-network-telehealth-services-permanent/>[Contact BCBS](https://www.bcbst.com/contact-us/) |
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| Tenncare: |
| **UPDATE:** Tennessee's Executive Order providing for coverage of Tenncare-funded telehealth services EXPIRED on June 30, 2021. This means that Tenncare plans no longer covers telehealth services as of July 1, 2021. Source:<https://provider.amerigroup.com/docs/gpp/TN_CAID_PU_EXPRESSSTATECOVID19TelehealthTelephonicVisits.pdf?v=202102051801>  |
| Tricare: |
| If a beneficiary meets all other criteria for a covered service for speech therapy and for continuation of PT/OT (but not initiation of PT/OT), it is covered using telemedicine, using any coding modifiers as you would for a TriCare network provider office visit. \*\*\* No changes as of 7/6/21\*\** Must be licensed in the state where care is provided and received
* HIPAA compliant platform
* Synchronous-use CPT code with a GT modifier, place of service 02
* Asynchronous- use CPT code with GQ modifier
* Pediatric home health services are covered as long as there is prior authorization for telehealth on file prior to provision of services. At this time telehealth visits are being 100% of home health rate
* Video conferencing platforms must meet requirements of HIPAA

Information obtained from: <https://tricare.mil/CoveredServices/BenefitUpdates/Archives/03_24_2020_TRICARE_covers_certain_telemedicine_services>Tricare West (Health Net Federal Services)-COVID-19 and TelehealthAdditional Sources:<https://manuals.health.mil/pages/DisplayManualHtmlFile/2021-04-09/AsOf/TP15/C7S22_1.html>https://www.tricare-west.com/content/hnfs/home/tw/prov/benefits/benefits\_a\_to\_z/telemedicine\_services/telemedicine\_details.html[Contact Tricare](https://tricare.mil/ContactUs) |