

Reminder: Accurately Report Telehealth Services on CCBHC Shadow Claims

September 15, 2026

Neighborhood Health Plan of Rhode Island (Neighborhood) is reminding Certified Community Behavioral Health Clinics (CCBHCs) to accurately report telehealth services on shadow claims for the **Medicaid and INTEGRITY for Duals lines of business**.

Neighborhood has identified inconsistencies in how telehealth services are being reported on CCBHC shadow claim lines. When a service is provided via telehealth, the shadow claim should accurately reflect how the service was delivered using the appropriate place of service (POS) code and modifier, when applicable.

Accurate reporting is particularly important as Rhode Island's **CCBHC Program Year 3 begins October 1, 2026**. The Program Year 3 Certification Standards establish minimum service threshold requirements for services provided in person. Accurately identifying telehealth encounters on shadow claims allows in-person and telehealth services to be appropriately distinguished for program monitoring and reporting. Rhode Island's Executive Office of Health and Human Services (EOHHS) has published the [Program Year 3 standards](#) as part of its current CCBHC provider resources.

In accordance with Neighborhood's [Telemedicine/Telephone Services Payment Policy](#):

- For services provided through audio/video telemedicine, use **POS 10** when the member is in their home or **POS 02** when the member is not in their home, along with **modifier 95**.
- For telephone-only services, use **POS 02 or POS 10 without a modifier**.

CCBHCs should review their billing practices and system configuration to ensure telehealth services are accurately identified on all applicable shadow claim lines.

For additional information, please review:

- Neighborhood's [Telemedicine/Telephone Services Payment Policy](#)
- Rhode Island's [CCBHC Certification Standards for Program Year 3](#)
- EOHHS CCBHC [Provider Questions and Answers](#) (Question 177)
- CMS [Place of Service Code Set](#)