

New Neighborhood Health Plan of Rhode Island Payment Policy for Telemedicine/Telephone Services

May 1, 2022

Neighborhood Health Plan of Rhode Island (Neighborhood) is grateful to our network providers for the care and response provided to our members during the COVID-19 pandemic. Throughout the state of emergency, Neighborhood has maintained temporary payment policies to guide provider billing and reimbursement for COVID-19. Additionally, Neighborhood has been developing a permanent payment policy for telemedicine and telephone-only services and it has recently been finalized.

The new Telemedicine/Telephone Services Payment Policy will be effective July 1, 2022 for all Neighborhood lines of business. The new policy includes the following:

- Place of service (POS) 10 language added.
- Requirement that all claims for telemedicine services must be billed on a CMS-1500 claim form.
- Two separate coding grids:
 1. Listing of the permanent codes allowed for telemedicine,
 2. Listing of temporary codes allowed through December 2023.
- Limiting telemedicine services at a CPT/HCPC code level versus provider specialty (see policy for excluded provider specialty types).

Please note that Neighborhood follows Centers for Medicare & Medicaid Services (CMS) guidance for service codes that are allowed to be performed via telemedicine. In addition, some services are allowed to be audio-only.

Effective July 1, 2022, the new Telemedicine/Telephone Services Payment Policy will replace all guidance that is documented in the following temporary payment policies:

- [Temporary COVID-19 Telemedicine/Telephone-only Preventive Medicine Visits](#)
- [Temporary COVID-19 Telemedicine/Telephone-only Services](#) – Updated April 8, 2022 for new POS 10.
- [Telemedicine Services Payment Policy](#) - Created prior to the COVID-19 public health emergency on December 31, 2018 as a provider billing resource.

The new [Telemedicine/Telephone Services Payment Policy](#) is published on the [Billing Guidelines and Payment Policies webpage](#), alongside the current temporary payment policies (reference above and effective through June 30, 2022). The Billing Guidelines and Payment Policies Archive webpage will be updated after June 30, 2022.

Thank you for your continued partnership and dedication to providing quality healthcare to our members.

The above information was sent in a formal notification to all Neighborhood contracted providers via USPS on April 29, 2022. To receive important news and information via email on matters such as new initiatives, policy changes, and more, please [click here](#) to register your email address.