

## Telehealth Coding Best Practices

The COVID-19 pandemic dramatically increased use of telemedicine/telephone services.

Coding telehealth services properly is crucial for timely reimbursement. When coding telehealth services, remember these three tips:

1. Telemedicine (video appointments)
  - Claims for services provided via telemedicine must be billed with place of service 10 when the patient is located in their home or place of service 02 when patient is not located in their home and modifier 95.
2. Telephone Services (no video)
  - Claims for services provided via telephone only must only be filed with place of service 02 or 10 and modifier 93.
3. Use the "CR" modifier in conjunction with the 93 and 95 modifier\*

\*Tip #3 is only for those procedure codes CMS and Neighborhood are temporarily allowing due to the public health emergency

Note: Documentation should include the type of service rendered, being as descriptive as possible.

You can review Neighborhood's complete Telemedicine Services and Payment Policy here:

<https://www.nhpri.org/wp-content/uploads/2022/04/Telemedicine-Services-Payment-Policy-07.01.22-v2.pdf>