

Updated Telemedicine/Telephone Services Payment Policy

February 16, 2023

Neighborhood Health Plan of Rhode Island (Neighborhood) recently revised its permanent payment policy for telemedicine and telephone services.

- Any impacted claims will be reprocessed according to the Telemedicine/Telephone Services Payment Policy revised on January 27, 2023.

No further action is required from our providers. Please see below for the summary of changes or view the Telemedicine/Telephone Services Payment Policy in full on Neighborhood's [Billing Guidelines and Payment Policy webpage](#).

Summary of Content Changes

- Added Doula CPTs to allow for Telemedicine and Audio Only
- Allowed established patient E/M codes to be billed as audio only for PCPs (99211-99215)
- In addition to the established patient E/M codes, the following codes have been updated allowing audio-only servicing: 0362T, 0373T, 96105, 96110, 96112, 96113, 96125, 96170, 96171, 99231, 99232, 99233, 99238, 99239, 99307, 99308, 99309, 99310

Summary of Format Changes

- Combined the grids and added 2 columns. One that indicates if the code is temporarily allowed and one that indicates if the code is permanent.
- Updated the POS and modifier language above the table to clearly indicate which modifiers go along with each column

Neighborhood's former Telemedicine/Telephone Services Payment Policy has been published on the [Billing Guidelines and Payment Policies Archive](#) webpage.