

## New and Updated Neighborhood Payment Policies

Neighborhood News – January 2023

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*For a listing of all current payment policies, please see [Neighborhood's Billing Guidelines and Payment Policy webpage](#).  
Former policies are listed on the [Billing Guidelines and Payment Policies Archive webpage](#).*

### Telemedicine/Telephone Services Payment Policy

**Action:** Reviewed and revised January 27, 2023

- 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.

**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.

**Impacted line(s) of business:** All

### Non-Covered Services Payment Policy

**Action:** Revised March 29, 2023

**Summary of Content Changes:**

- Revised to add CPT 95941 to list of non-covered services, effective 11/1/2022

**Impacted line(s) of business:** INTEGRITY (MMP) and Commercial