

COVID-19 Commercial and Medicaid Coverage Guidelines

A quick reference guide to temporary coverage policy updates during the COVID-19 pandemic

Payer	Links/Guidance
	<p>https://www.aetna.com/health-care-professionals/provider-education-manuals/covid19-letter.html</p> <p>https://www.aetna.com/health-care-professionals/provider-education-manuals/covid-faq.html</p>
	<p>https://brighthouseplan.com/provider/resources/az-acn</p> <p>Bright Health has updated its coverage policies in response to COVID-19. For more information, please visit Bright Health in the Payer Spaces area of Availity.com and click on the “COVID-19 Billing Updates” document.</p>
	<p>https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html</p> <p>https://www.cigna.com/newsroom/news-releases/2020/cigna-makes-it-easier-for-hospitals-to-focus-on-covid-19-by-helping-accelerate-patient-transfers</p>
	<p>Intel covers visits for new and established patients via video (traditional E&M codes) and telephone (98966-98968, 99441-99443) as a percentage of Medicare, per ACN’s agreement with Intel. During the Public Health Emergency, patient encounters that would typically be coded as E&M that are conducted by telephone only will be reimbursed as if conducted as a video visit.</p>
	<p>https://www.mercycareaz.org/providers/complecare-forproviders/news</p> <p>https://azahcccs.gov/AHCCCS/AboutUs/covid19FAQ.html</p>
	<p>https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19.html</p> <p>https://www.uhcprovider.com/en/resource-library/news/provider-telehealth-policies.html</p>

The information above and on each referenced web page is subject to change and should be confirmed periodically for accuracy. Please consult each payer’s provider relations representative or your Clinical Performance Consultant at practicetransformation@azcarenetwork.org with any questions. Updated 04/07/2020.

COVID-19 Telehealth Billing Codes

Type of Service	Modality	Description	Billing Code(s)	Patient Type
E-Visit	Online Patient Portal	Online digital evaluation and management service through a patient portal.	99421, 95 (7-10 minutes) 99422, 95 (11-20 minutes) 99423, 95 (21 or more minutes)	Established
Telehealth	Audio/Visual Tools including (but not limited to): <ul style="list-style-type: none"> • Skype • FaceTime • Zoom • WebEx • Google Hangout • doxy.me • vsee.com 	Visit that uses audio and video telecommunication	99201,95 99202,95 99203,95 99204,95 99212,95 99213, 95 99214, 95 G0438, 95 * G0439, 95 *	New or Established
Telephonic Visit	Telephone Call	Communication via Telephone	99441, 95 (5-10 minutes) 99442, 95 (11-20 minutes) 99443, 95 (21-30 minutes)	New or Established
Virtual Check-in	Telephone Call	5-10 minute communication with physician to avoid unnecessary office visit.	G2012, 95	Established

* Medicare only