

Telehealth Plan Summaries - CT

Aetna:

Latest News:

On 4/2/2020 Aetna updated their telehealth policy.

Actions:

- Telehealth available for Initial Evaluations and Treatment.
- IE can be billed using codes: 97161: Low Complexity, 97162 Moderate Complexity or 97163 High Complexity
- Can use code 97164 for Re-evaluation
- Treatment codes available are:
 - 97110- Therex
 - 97112- Neuromuscular Re-education
 - 97116- Gait Training
 - 97535- Self Care/ADL
 - No 97530- Therapeutic Activities allowed at this time- seems no reason this code is excluded from the CPT code set covered
- All telehealth claims billed as POS 11
- Modifier 95 must be attached to each CPT code billed on the claim
- Authorizations continue through Orthonet for telehealth services
- Of note- patient cost sharing for telehealth services has been waived for Aetna Commercial and Aetna Medicare Advantage Members- this will need to be verified with the patients plan.
- Aetna has waived patient financial responsibility for telehealth for the next 90 days. This has been great to encourage members to take advantage of this service and keep them home.

BCBS:

Latest News:

Originally, they stated to bill regular codes and change POS 02. On 3/27/20 they announced only IE codes 97261-97263 would be covered via telehealth and regular treatment CPT codes require the PT to be patient facing and will not be covered. We have contacted BCBS regarding this discrepancy and they stated they are looking into it and will get back to us ASAP.

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- All telehealth claims billed as POS 02
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- BCBS has waived patient financial responsibility for telehealth for the next 90 days. This has been great to encourage members to take advantage of this service and keep them home.

Cigna:

Latest News:

On late Friday 3/27/20 Cigna/ASH put out a new policy regarding coverage of telehealth for PT/OT/SLP. Continue to get authorization through ASH.

Actions:

- Telehealth available for Initial Evaluations and Treatment.
- Here are the therapy services, and their respective codes, that Cigna will cover when provided via telehealth through May 31.
 - 97161: physical therapy evaluation, complex, 20 minutes
 - 97162: physical therapy evaluation, moderate complex, 30 minutes
 - 97110: therapeutic exercises, two unit limit
- All telehealth claims billed as POS 11
- Modifier GQ must be attached to the claim

Connecticare:**Latest News:**

On 4/2/2020 ConnectiCare updated their telehealth policy.

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- All telehealth claims billed as POS 11
- Modifier 95 must be attached to each CPT code billed on the claim
- Authorization process unchanged if required based on member plan

Medicaid: No clear information on how Medicaid is handling telehealth.

Enable all care?

Still only 21 and under for non-hospital providers?

Medicare: By far the worst situation as continued PT care is not covered for the highest risk population.

Latest News:

As of April 7: PTs can furnish under Medicare the following services (referred to as communication technology-based services by CMS):

- Remote evaluation of recorded video/images (G2010)
- Virtual check-in (G2012)
- E-visits (G2061-G2063)
- Telephone assessment and management services (98966-98968)

Actions:

Allows e-visit which is limited to checking in on an existing patient. We are unable to evaluate a new patient, provide telehealth visits to continue care for Medicare beneficiaries.

United Healthcare:**Latest News:**

United Healthcare announced late Friday 3/27/20 new guidelines for telehealth for Physical Therapy. Continue to get authorization as needed dependent upon the member policy.

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Oxford:**Latest News:**

We were able to get confirmation on 4/3/2020 that Oxford will follow the telehealth procedures of United Healthcare, here are the details

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Harvard Pilgrim:

Unsure of billing codes but can use Mod GT or 95 and POS 02

Workers' Compensation:

Latest News:

No changes to report

Actions:

- Nearly 100% of the WC companies have approved continued care for existing WC patients.