Medicaid Update: Telemedicine for PCPs

April 2019

Gateway Health is excited to announce reimbursement for telemedicine services to Primary Care Physicians.

While providing services face-to-face to Gateway members should be provided whenever possible, the Plan recognizes there are instances when face-to-face consultations are not feasible. In an effort to increase member access to PCP care, the Plan has expanded upon its telemedicine policy to allow PCPs to render services using interactive telecommunication technology to their Gateway assigned members.

Effective immediately, PCPs may bill for these services with Place of Service Code 02 along with the following procedure codes and appropriate pricing modifiers, as necessary, and the GT informational modifier: 99212 – 99215

PCPs are also able to bill for the telehealth originating site facility fee with procedure code Q3014.

The telemedicine service must be two-way, real time interactive communication between the patient and the physician at the distant site. The telecommunications technology must include, at a minimum, interactive audio and video equipment. Telemedicine does not include the use of telephones, facsimile machines, electronic mail systems or remote patient monitoring devices.

In addition to fully documenting in the patient’s medical record services related to telemedicine, providers should fully document the specific interactive telecommunication technology used to render the consultation, along with reason the service was conducted using the technology.

Providers with questions may call Gateway’s Customer Service Department at 1-800-392-1147 if additional information or assistance is needed.

Sincerely,

Gateway Health