

February 23, 2022

Dear Dean Health Plan Provider:

Thank you for your continued dedication and commitment to providing high-quality care to our members during the public health emergency.

This notification contains information regarding:

- Place of service (POS) codes for telehealth, including Centers for Medicare and Medicaid (CMS) direction for Medicare Advantage.
- CMS's extension of certain telehealth services through 2023.

Information in this notification applies to the following Dean Health Plan products: Commercial (fully insured, including ACA), Dean Administrative Services Only (ASO), WellFirst Health SSM Health Employee Health Plan ASO in Wisconsin, Medicare Advantage, and Medicaid, unless otherwise noted.

Place of Service Codes for Telehealth

Effective January 1, 2022, the description for POS 02 has changed to distinguish that the patient is not located in their home when receiving health services or health related services through telecommunication technology.

- New description for POS 02 – Telehealth Provided Other than in Patient's Home (replaced old description of POS 02 – Telehealth)

Additionally, a new POS code 10 has been created.

- New POS 10 – Telehealth Provided in Patient's Home

POS Codes for Commercial Plans

On claims for members in a commercial benefit plan, providers may submit POS 10 or a POS code equal to what it would have been had the service been furnished in-person (e.g., 11, 20, 21, 22).

Regardless of what POS code is used on a commercial claim for telehealth, a telehealth modifier is also required.

- 93 – Synchronous Telemedicine Service Rendered Via Telephone or Other Real-Time Interactive Audio-Only Telecommunications System
 - Effective January 1, 2022, modifier 93 should be used for audio-only visits.
- 95 - Synchronous Telemedicine Service Rendered Via a Real-Time Interactive Audio and Video Telecommunications System

POS Codes for Medicare Advantage

CMS does not require telehealth POS codes 02 and 10 on Medicare claims during the public health emergency and instructs their providers to continue billing according to current applicable rules. While POS 10 will be accepted on Medicare claims, CMS has advised that these claims will be processed and reimbursed as if POS 02 was billed which is typically a lower rate.

Refer to the [CMS MLN Matters article, number MM12427, titled “New/Modifications to the Place of Service \(POS\) Codes for Telehealth,”](#) for more information.

Telehealth Services through 2023

CMS has extended some telehealth services, that were added on a temporary basis in response to the public health emergency, to remain in place through 2023. Refer to the [CMS MLN Matters article, number MM 12549, titled “CY2022 Telehealth Update Medicare Physician Fee Schedule,”](#) for more information.

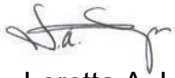
Additional Health Plan Information

For additional health plan information and previous provider communications, refer to our [COVID-19 provider information web page](#) link located at the top of all [deancare.com](#) web pages. Providers are encouraged to check our website regularly for new and updated information.

Please contact your assigned Provider Network Consultant with any questions.

Thank you for your continued dedication and commitment to the health and well-being of our members during this public health emergency.

Sincerely,



Loretta A. Lorenzen
Vice President- Network Management & Contracting