

January 6, 2022

Dear Provider:

In response to the ongoing COVID-19 precautionary safety measures, AultCare has implemented an updated telehealth policy effective January 1, 2022.

As a reminder, this policy is for all medically necessary services and is not a contractual change or material amendment.

Additionally, PrimeTime Health Plan has continued to include telehealth benefits to all plans for the 2022 calendar year.

Telehealth Policy:

AultCare will reimburse virtual care services when all of the following are met:

1. Modifier 95 or GT is appended to the appropriate Current Procedural Terminology (CPT®) and/or HCPCS procedure code(s).
2. Services must be interactive and use audio and/or video internet-based technologies (synchronous communication) that are effective means of providing care, and would be reimbursed if the service was provided face-to-face. Note, services rendered via telephone only are considered interactive and will be reimbursed when the appropriate telephone only code is billed.
3. The patient and/or actively involved caregiver must be present on the receiving end and the service must occur in real time.
4. All technology used should be secure and meet or exceed best federal and state privacy requirements (not be public facing etc.).
5. A permanent record of online communications relevant to the ongoing medical care and follow-up of the patient is maintained as part of the patient's medical record as if the service were provided as an in-office visit.
6. The permanent record must include documentation, which identifies the virtual service delivery method (i.e. audio/video or telephone only).
7. All services provided are medically appropriate and necessary.
8. Only services that include patient history, evaluation, and management services and formulating a plan of care with correct and complete documentation will be eligible for submission.
9. The patient's clinical condition is considered to be of low to moderate

complexity, and while it may be an urgent encounter, it should not be an emergent clinical condition.

10. Virtual care services must be provided by a contracted health care professional who is licensed, registered, or can otherwise independently bill and is acting within the scope of his/her licensure.

AultCare will not reimburse virtual care services when any of the above is not met or any of the following:

1. The virtual care service occurs on the same day as a face-to-face visit, when performed by the same provider and for the same condition.
2. Virtual care services billed within the post-operative period of a previously completed major or minor surgical procedure, will be considered part of the global payment for the procedure and not reimbursed separately.
3. Services were performed via asynchronous communications systems (e.g., fax, e-mail, text).
4. Administrative matters, including, but not limited to, scheduling, registration, updating billing information, reminders, requests for medication refills or referrals, ordering of diagnostic studies, and medical history intake completed by the patient. Patient communications are incidental to E&M services, counseling, or medical services included in this policy, including, but not limited to, reporting of test results and provision of educational materials.
5. Any CPT or HCPCS code that is not listed in the eligible code section of Medicare's Policy if billed with modifier 95 or GT.

For a list of codes, please download the document below.

[Copy of CMS-1751-F-List of Telehealth Services_Updated 1Nov2021_B.pdf](#)

6. No reimbursement will be made for the originating site of service fee or facility fee.
7. No reimbursement will be made for any equipment used for virtual care communications.

Note: Claims billed with a place of service 02, Modifier 95 or GT appended to the appropriate Current Procedural Terminology (CPT®) and/or HCPCS procedure code(s) will be reimbursed at the Facility fee schedule amount.

If you have questions, please contact AultCare Customer Service at 330-363-6360 (1-800-344-8858) or PrimeTime Health Plan Customer Service at 330-363-7407 (1-800-577-5084). You may also contact your Provider Relations Representative.

AultCare and PrimeTime Health Plan extends our sincere appreciation to the provider community for the outstanding care you continue to give our members to create healthy and safe lifestyles for all.

Thank you,

AultCare Provider Relations

