COVID-19 Policy for Participating Providers  
(Effective March 6, 2020)  
(subject to change)

Telemedicine During the State of Emergency

In an effort to help prevent the spread of the Coronavirus, AllWays Health Partners, in alignment with the DOI and other regulatory guidance, is expanding the scope of allowed telemedicine services, and of provider specialties that can render care virtually. Individual providers may provide telehealth to members under age two at their discretion during the COVID-19 state of emergency.

**Note:** AllWays Health Partners will align with MassHealth in reimbursing telemedicine services. Providers contracted with AllWays Health Partners to provide care to My Care Family members, must refer to MassHealth bulletins and transmittals, for guidance on billing for telemedicine services.


The grid below describes:

a. which Commercial providers can render care via telemedicine/telephonic, and  
b. whether or not that care applies copayment, deductible or coinsurance

<table>
<thead>
<tr>
<th>Provider Type</th>
<th>Service</th>
<th>Place of service</th>
<th>Codes</th>
<th>Copay</th>
<th>Deductible</th>
<th>Coinsurance</th>
<th>Reimbursement</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Physicians or qualified healthcare professionals</td>
<td>Covid-19 and Non-Covid-19 treatment</td>
<td>02</td>
<td>99201-99205, 99211-99215, 99381-99387, 99391-99397 w/modifiers GT or 95, POS 02; or the following telephonic/digital codes: 99421-99423 or 99441-99443, (where applicable)</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>99201-99205, 99211-99215, 99381-99387, 99391-99397 reimbursed at in-person rate if billed per Telemedicine PPG and 99421-99423 or 99441-99443, reimbursed per provider’s contract (RVU’s)</td>
</tr>
</tbody>
</table>

ANCILLARY PROVIDER TYPES

| **Qualified Non-physician** | Non-Covid-19 treatment | 02 | Current fee schedule code set, with modifiers GT or 95, POS 02; or | No | No | No | Per provider’s contract |

AllWays Health Partners includes AllWays Health Partners, Inc. and AllWays Health Partners Insurance Company.

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The following telephonic/digital codes: 98966-98968 or 98970-98972 (where applicable)

*Physicians or other qualified healthcare professionals include: Internists, Family Practitioners, Pediatricians, Dermatologists, Cardiologists, Pulmonologists, Podiatrists, Radiologists, Physician Assistants, Nurse Practitioners

**Qualified Non-physician healthcare professionals include, but are not limited to: Licensed Dieticians/Nutritionists, Chiropractors, Optometrists, Physical Therapists, Occupational Therapists, Speech-Language Pathologists

Telemedicine visits must be billed on a CMS 1500 Form

Please reference procedure codes from the current CPT, HCPCS Level II, and ICD-10-CM manuals, as recommended by the American Medical Association (AMA), the Centers for Medicare & Medicaid Services (CMS), and the American Hospital Association. CMS and the AMA revise HIPAA medical codes on a pre-determined basis, including changes to CPT, HCPCS, and ICD-10 codes and definitions.

Please refer to the CMS or CPT guidelines for requisite modifier usage when reporting services. The absence or presence of a modifier may result in differential claim payment or denial.