

Louisiana Department of Health Informational Bulletin



To: AmeriHealth Caritas Louisiana Providers

Date: May 20, 2022

Subject: Informational Bulletin 20-1: Telemedicine/Telehealth Billing Changes for Rural Health Clinics and Federally Qualified Health Clinics

Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.

Rural Health Clinics (RHC) and Federally Qualified Health Clinics (FQHC) are required to indicate the appropriate place of service, either 02 (other than home) or 10 (home), based on the member's location at the time, and append modifier 95 for the billing of telemedicine/telehealth services. Services delivered via an audio/video system and via an audio-only system are to be coded the same way.

Please review [IB 20-1](#) for full details.

AmeriHealth Caritas Louisiana has completed the update of our claims system to allow place of service code 10 on these claim types. **Providers do not need to take action.** Claims denied for this reason will be recycled automatically. New claim submissions should process without issue.

Details regarding billing with place of service code 10 has been updated in the [Claim Filing Instructions](#) document on our website.

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached between 7:00 am – 7:00 pm daily.

Missed an Informational Bulletin?

You can find a complete listing of Informational Bulletins on the [Provider Newsletters and Updates](#) page of our website under the header [Louisiana Department of Health Information Bulletins](#).

Need to update your provider information? Send full details to: network@amerihealthcaritasla.com.