

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: September 30, 2021

Subject: HEDIS® Telehealth Tips

Summary: Did you know you can close your member care gaps and meet the National Committee for Quality Assurance (NCQA's) HEDIS® guidelines by utilizing telehealth visits?

Telehealth visits can capture the following HEDIS® measures when you apply the appropriate modifiers and place of service codes:

- Controlling High Blood Pressure (CBP)
- Comprehensive Diabetes Care (CDC)
- Care for Older Adults (COA)
- Prenatal and Postpartum Care (PPC)
- Weight Assessment Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)
- Child and Adolescent Well-Care Visits (WCV)
- Well-Child Visits in the First 30 Months of Life (W30)
- Transitions of Care (TRC)

Telephone visits can help close HEDIS® gaps for CBP, CDC, and TRC.

Member reported height, weight, and blood pressure readings are now acceptable for many HEDIS® measures if the information is collected by a primary care practitioner or specialist, or if the specialist is providing a primary care service related to the condition being assessed, while taking a patient's history. **The information must be recorded, dated and maintained in the member's legal health record.** Source: National Council Quality Assurance –M. HEDIS® MY 2021 Volume 2, Value Set Directory, 2021

	Place of Service	CPT Modifier	Description	CPT Codes
Telehealth	02	GT (optional) 95 (required)	Via interactive audio and video telecommunication systems. Synchronous, telemedicine service rendering via a real-time interactive audio and video telecommunication system.	
Telephone Visit, Non-Physician			Telephone assessment and management service provided by a qualified non-physician health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous 7 days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment.	98966: 5-10 minutes of medical discussion 98967: 11-20 minutes of medical discussion 98968: 21-30 minutes of medical discussion

Telephone Visit, Physician			Telephone evaluation and management (E/M) services by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment.	99441: 5-10 minutes of medical discussion
				99442: 11-20 minutes of medical discussion
				99443: 21-30 minutes of medical discussion

Source: National Council Quality Assurance –M. HEDIS® MY 2021 Volume 2, Value Set Directory, 2021

The listed CPT codes are not reimbursable by AmeriHealth Caritas Louisiana; however, we recommend the codes for provider billing to substantiate closing HEDIS gaps.

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

Missed an alert?

You can find a complete listing of provider alerts on the [Provider Newsletters and Updates](#) page of our website.

Where can I find more information on COVID-19?

AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasla.com/covid-19> for up-to-date information for both providers and members, including frequently asked questions, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.