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

<table>
<thead>
<tr>
<th>Place of Service</th>
<th>CPT Modifier</th>
<th>Description</th>
<th>CPT Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telehealth</td>
<td>02 GT (optional) 95 (required)</td>
<td>Via interactive audio and video telecommunication systems. Synchronous, telemedicine service rendering via a real-time interactive audio and video telecommunication system.</td>
<td>98966: 5-10 minutes of medical discussion</td>
</tr>
<tr>
<td>Telephone Visit, Non-Physician</td>
<td></td>
<td>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.</td>
<td>98967: 11-20 minutes of medical discussion, 98968: 21-30 minutes of medical discussion</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Code</th>
<th>Duration of Medical Discussion</th>
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<tbody>
<tr>
<td>99441</td>
<td>5-10 minutes</td>
</tr>
<tr>
<td>99442</td>
<td>11-20 minutes</td>
</tr>
<tr>
<td>99443</td>
<td>21-30 minutes</td>
</tr>
</tbody>
</table>

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.