

KMAP GENERAL BULLETIN 20072

UPDATED - Additional E/M Codes Allowed via Telemedicine During COVID-19 Emergency

Effective with dates of service on or after March 12, 2020, the codes of 99204 and 99214 will be allowed to be reimbursed when the originating telemedicine site is in the member's home (i.e. where the member is receiving services). No payment for the Q3014 code will be made for POS 12 (home) without the physical presence of an enrolled provider.

The distant site, where the provider is delivering services, will use the appropriate Current Procedural Terminology/Healthcare Common Procedure Coding System (CPT/HCPCS) code with Place of Service code 02.

Previously only face-to-face and tele-video coverage was allowed for these two codes, but provision of this service is now extended to telephonic contact.

Telemedicine services (including telephonic contact) can be made when there is verbal consent received from the patient (to be followed up by written approval) in the medical record. Audio/visual communication can only be utilized if that contact is Health Insurance Portability and Accountability Act (HIPAA) compliant. These updates do not change or modify the current coverage but allow for an additional delivery method. Allowed provider types and specialties will remain unchanged. Reimbursement will be the same as a face-to-face visit. Existing National Correct Coding Initiative (NCCI) edits/limitations will remain in place and are not waived with this policy.

Per Executive Order No. 20-08: This policy will remain in force until rescinded, until May 1, 2020, or until the statewide State of Disaster Emergency proclaimed on March 12, 2020, relating to COVID-19 expires, whichever is earlier.

Exceptions granted in this policy shall be in place until rescinded.

Note: The effective date of the policy is March 12, 2020. The implementation of State policy by the KanCare managed care organizations (MCOs) may vary from the date noted in the Kansas Medical Assistance Program (KMAP) bulletins. The KanCare Open Claims Resolution Log on the KMAP Bulletins page documents the MCO system status for policy implementation and any associated reprocessing completion dates, once the policy is implemented.

KMAP

[Kansas Medical Assistance Program](#)

- [Bulletins](#)
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- [Forms](#)

Customer Service

- 1-800-933-6593
- 7:30 a.m. - 5:30 p.m.
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