

Policy

Oscar reimburses providers for medically necessary, covered services delivered via telemedicine or telehealth subject to federal and state regulatory restrictions.

This policy describes reimbursement for services delivered via telemedicine or telehealth, which occur when the physician or other qualified health care professional and the patient are not at the same site. Examples of such services are those that are delivered over the Internet or using other communication devices.

Definitions

See applicable state law for applicable definitions related to provision of services via telehealth or telemedicine.

Reimbursement Guidelines

Oscar reimburses services offered via telehealth or telemedicine in accordance with applicable state law and the Member's Evidence of Coverage (Policy).

Providers shall be:

- Validly licensed, certified, or registered to provide such services as required by applicable state law;
- Subject to regulation by the appropriate State licensing board or professional regulatory entity;
- In compliance with existing requirements requiring the maintenance of liability insurance; and,
- In compliance with applicable data security, patient confidentiality, and privacy regulations. A secured electronic channel is required to be utilized by a telemedicine provider. All transactions and data communication must be in compliance with the Health Insurance Portability and Accountability Act (HIPAA).

For all lines of business, Oscar will consider for reimbursement Telehealth services which are recognized by The Centers for Medicare and Medicaid Services (CMS) and appended with modifiers GT or GQ, as well as services appended with modifier 95.

Oscar requires one of the following modifiers to be reported when performing a service via Telehealth to indicate the type of technology used and to identify the service as Telehealth. Oscar will consider reimbursement for a procedure code/modifier combination using these modifiers only when the modifier has been used appropriately.

Please see below for examples of referenced codes:

Coding Definitions

POS	Description
02	Telemedicine

Modifier	Description
GT	Services offered via Interactive Audio and Video Telecommunications systems.
GQ	Services offered via Asynchronous Telecommunications systems
95	Services offered via Synchronous interactive audio and video telecommunications systems

Categories of services that may be covered when provided telehealth or telemedicine include, but are not limited to, the below codes.

Code	Description
99201	Problem focused exam and history and straightforward MDM.
99202	Expanded exam and history and straightforward MDM.
99203	Detailed exam and history and low MDM.
99204	Comprehensive exam and history and moderate MDM.
99205	Complex exam and history and high MDM.
99211	Problem focused exam and history and straightforward MDM.
99212	Expanded exam and history and straightforward MDM.
99213	Detailed exam and history and low MDM.
99214	Comprehensive exam and history and moderate MDM.
99215	Complex exam and history and high MDM.