

UHC-Optum Behavioral Health

Until April 30, 2020, Optum Behavioral Health will reimburse appropriate claims for Outpatient telehealth services according to the following:

Commercial: For all Optum Behavioral Health commercial plans, any telehealth services provided via a real-time audio and video communication system can be billed for members at home or another location.

Billing guidelines: Optum Behavioral Health will reimburse telehealth services which use standard CPT codes and a GT modifier or a Place of Service of 02 for both video-enabled virtual visits and telephonic sessions to indicate the visit was conducted remotely.

Medicaid: For all UHC Medicaid plans, any originating site requirements that may apply under United Behavioral Health reimbursement policies are waived so that telehealth services provided via a real-time audio and video communication system can be billed for members at home or another location.

Billing guidelines: UnitedHealthcare Community Plan will reimburse telehealth services which use standard procedure codes such as CPT/HCPCS codes and Place of Service 02 or state Medicaid telehealth billing requirements if different than using 02 for both video-enabled virtual visits and telephonic sessions to indicate the visit was conducted remotely.

Medicare Advantage: For all UHC Medicare Advantage and Medicare Part B plans, including dual eligible special needs plans, any originating site requirements that may apply under Original Medicare are waived.

Billing guidelines: UHC will reimburse telehealth services which use standard CPT codes and Place of Service 02 for both video-enabled virtual visits and telephonic sessions to indicate the visit was conducted remotely.