Priority Health Telehealth Updates

Update 4/9/20: Priority Health Expanding Services

COVID-19 update: Care management codes billable virtually, additional telemedicine clarification

Care management codes now billable using Place of Service 02

We know the importance of continuing to manage your patients' health. To support you and ongoing care management, we've expanded your options to bill care management codes with a Place of Service 02.

See our COVID-19 telemedicine page for a list of codes.

Clarifying telemedicine billing and coding

We've extended the timeframe for our expanded coverage of telemedicine codes. Effective March 26 through June 30, 2020, we'll temporarily allow credentialed providers to bill routine practice codes with a Place of Service 02 and be paid the standard facility-based rate. The visit must follow the guidelines of each code, including the time requirements.

We're also allowing for real-time, interactive audio-only telehealth encounters, so you can serve your patients who don't have internet access or audio-visual capabilities.

Learn more at our COVID-19 telemedicine page.

COVID-19 update: Moving providers to different locations and credentialing new providers to support COVID-19 volumes

Moving providers to new locations

Participating providers can treat our members at different locations under the same tax ID.

If providers need to move between organizations with different tax IDs:

- **For POs, PHOs and other large organizations**, complete the COVID-19 Provider Move Spreadsheet and email it to PH-PELC@priorityhealth.com
- **For individuals or small groups**, complete our Provider Information Form and be sure to check "yes" on the COVID-19 question at the top

Credentialing providers

If you're a provider who needs to be credentialed with us to meet demands for capacity during COVID-19, complete our Provider Information Form and be sure to check "yes" on the COVID-19 question at the top.

For more information, see our Disaster Credentialing process within the Practitioner Credentialing Overview policy.

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Update #2 3/26/20: Priority Health will allow the office visit codes for telehealth!

Virtual visits billing and coverage

At Priority Health, we have long supported telemedicine, including phone visits and virtual care.

New March 26 - Effective March 26 through May 31, 2020, we'll temporarily allow credentialed providers to bill routine practice codes with a Place of Service 02 and be paid the standard facility-based rate.

What does this mean? Any credentialed practitioner can conduct a telemedicine visit and bill with a Place of Service 02 code, which identifies the visit as being virtual. We'll pay at the facility rate listed in our fee schedule.

For example, office procedures billed with an evaluation and management (E/M) code of 99201-99215, when performed in real-time by credentialed providers through an interactive video tool, can have a Place of Service 02 added and receive the standard facility-based rate.

What's not included? You cannot:

- Use codes that specify in-person or describe services that can only be performed in person

- Bill for services you're not contracted to provide

- Perform services outside of your scope of practice, licensure or credentialing

  Link to this announcement: [*CLICK HERE*](#)

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Update #1 3/26/20: Priority has temporarily suspended the HIPAA and allowing facetime/skype the same as Medicare and others. Whether we can use the office visit coding is still under review.

New March 25 – [Given the government's notification](), we're temporarily suspending the requirement for HIPAA compliant systems. This means that if you don't have a virtual care tool in place, you can use non-public facing tools, like FaceTime, Facebook Messenger video chat, Skype, etc. You cannot use public-facing tools like Facebook Live, TikTok or chat rooms like Slack. All other elements of our [medical policy]() remain in effect, including documentation requirements. [See the Office for Civil Rights FAQ for more information]().

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NOTE: 3/25/20 - MSHO has requested that Priority Health relax the HIPAA Regulation and allow the office visit codes with facetime/skype as the video as well as the flexibility to still bill the visit codes even if the video is not available for the patient. We have asked this because the Telehealth codes reimburse less that the visit codes and these virtual visits are taking more time for providers! We will update as soon as we know more.

3/20/20

Priority Health Virtual visits billing and coverage

At Priority Health, we have long supported telemedicine, including phone visits and virtual care through HIPAA compliant tools.

- Contracted primary care and specialty physicians can provide covered telehealth services immediately via appropriate use of 99441, 99442 and 99443 codes with Place of Service 02 codes.

- Most contracted non-physician providers can provide covered telehealth services today via appropriate use of G2061, G2062, and G2063 codes.

- Providers properly credentialed with us can provide telehealth services to members regardless of the member's physical location within Michigan. Currently, the State of Michigan has not yet signed the 1135 Waiver to allow non-Michigan licensed providers to provide services to Michigan members.

What does this mean? Any credentialed practitioner can conduct a telemedicine visit and bill with a Place of Service 02 code, which identifies the visit as being virtual.

We'll pay at the facility rate listed in our fee schedule. Your patients may have costs if the codes billed are not listed in our telemedicine policy.

See our telemedicine policy for more information and learn more about billable codes on our virtual visits billing page.

Member coverage and costs: We're covering the cost of virtual care for all members and starting Mar. 19, 2020 will temporarily waive costs before deductible for health savings account (HSA) plan members before deductible, through Apr. 30, 2020. Self-funded employers are included, unless they contact Priority Health to make other arrangements. This does not include behavioral health visits or out-of-state visits.

READ MORE INCLUDING THEIR FAQ - LINK TO THIS DOCUMENT

Priority Health expands free telehealth to all members in March and April in response to COVID-19 outbreak

(Grand Rapids, Mich. – Mar. 20, 2020) In response to the COVID-19 outbreak, Priority Health announced today that it will be expanding its existing $0 copay telehealth, also known as virtual care, to include all lines of business through April 30. This means that essentially all of the company's nearly one million members across Commercial, Individual, Medicaid and Medicare plans, will now have virtual access to medical professionals for non-emergency care, at no additional cost. The insurer is encouraging members to utilize this new benefit amid the COVID-19 outbreak to mitigate further spread of the illness and to avoid overwhelming Michigan health care facilities.

Priority Health already offered free telehealth as part of their benefit to most members, anytime, but the company has now expanded the program to ensure even more members can receive the care they need, without worrying about cost, during this unprecedented situation. This new policy even includes eligible HSA high deductible health plans. Self-funded employer groups are also included, unless they contact Priority Health to make other arrangements. This change applies to any primary care virtual visit for ailments such as cough, cold and flu, back pain, sprains and strains and more.

"In times of crisis we have a responsibility not only to our members, but to the larger communities we serve. Expanding our virtual care services to all members allows us to ensure people are getting the right care when they need it and that we are also

doing our part to help support our health care partners and reduce traffic to these over-burdened facilities,"said Joan Budden, president and CEO of Priority Health. "We will continue to monitor this situation and work closely with physicians and legislators to ensure we are doing all that we can to keep our communities safe."

Priority Health also recently announced it will fully cover the cost of physician-ordered COVID-19 testing and labs for all members. At this time, patients can only be tested for COVID-19 if a physician deems a test medically necessary. The insurer has also implemented a work-from-home policy for all eligible employees and is working directly with Governor Gretchen Whitmer's team in Lansing to ensure alignment on action steps.

To access virtual care, members can download the Priority Health app, available on the App Store or Google Play, and log in to their member account. They can also access their online member account on a desktop, laptop or other device. For more information on Priority Health and ongoing efforts surrounding COVID-19, go to priorityhealth.com.

About Priority Health:

With over 30 years in business, Priority Health is the second largest health plan in Michigan, offering a broad portfolio of health benefits options for employer groups and individuals, including Medicare and Medicaid plans. Serving more than a million members each year, and offering a network that includes 97 percent of primary care physicians in Michigan, Priority Health continues to be recognized as a leader for quality, customer service, transparency and product innovation. Priority Health is the smart choice for people seeking affordable, quality health insurance.

Link to this document online CLICK HERE

NOTE: MSHO has requested specific billing information for our members. We will post that as soon as it is received.