

ANTHEM Expands Coverage to Include Telephone-only Services



This document is available to members as an informational resource. KMA expresses no opinion as to the feasibility, applicability, or impact to your particular practice. The guidance outlined below applies to Anthem plans only.

Anthem is temporarily expanding telehealth coverage during the COVID-19 emergency to allow for telephone-only services in addition to telehealth services via video + audio. This includes covered visits for medical and behavioral health services from in-network providers for **Anthem** fully insured employer plans, individual plans, Medicare plans, and Medicaid plans, where permissible.

Here's what you need to know

1. Telephonic-only Care:

- NEW** • Telephonic-only visits with **in-network** providers are covered effective March 19, 2020, **until September 13, 2020**.
- NEW** • Cost shares are waived for **in-network providers only until September 13, 2020**.
- Self-insured plan sponsors may opt out of this program.

2. Telehealth (video + audio)

- Telehealth services (video + audio) are already covered for providers who have access to those platforms/capabilities.
- NEW** • Cost shares are waived for telehealth visits effective March 17, 2020, **until September 13, 2020**, for members using Anthem's authorized telemedicine service, LiveHealth Online, as well as care received from other **in-network providers** delivering virtual care through internet video + audio services.
- NEW** • Cost shares are waived for telehealth visits with **out-of-network providers** effective March 17, 2020, **until June 15, 2020**.
- Self-insured plan sponsors may opt out of this program.

3. Coding Guidance

- Telehealth modifiers 95 or GT that are appended with office visit codes 99201-99215 are recognized for reimbursement as a telehealth service.
- Place of Service (POS) code "02" is recognized but not required for reporting telehealth services.

Additional Anthem Resources:

- [Information from Anthem for Care Providers about COVID-19](#) – Revised May 29, 2020