

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
Centers for Medicare & Medicaid Services



**News Flash –**

NEW product from the Medicare Learning Network® (MLN)

- [“Medicare Claim Submission Guidelines,”](#) Fact Sheet, ICN 906764, Downloadable

MLN Matters® Number: SE1209

Related Change Request (CR) #: N/A

Related CR Release Date: N/A

Effective Date: N/A

Related CR Transmittal #: N/A

Implementation Date: N/A

## Provider Inquiry Screens Regarding Telehealth Services Eligibility Dates

### Provider Types Affected

---

This Special Edition MLN Matters® Article is intended for physicians, Non-Physician Practitioners (NPPs), hospitals, and Skilled Nursing Facilities (SNFs) submitting claims to Medicare contractors (carriers, Fiscal Intermediaries (FIs), or Part A/B Medicare Administrative Contractors (A/B MACs)) for telehealth services provided to Medicare beneficiaries.

### Provider Action Needed

---

This Special Edition article provides additional information related to Telehealth Services previously described in Change Request (CR) 7049. Some of those services have frequency limitations. When providers submit inquiries to Medicare, the Medicare systems respond with provider inquiry screens. These inquiry screens will provide the date on which the beneficiary is next eligible for these frequency-limited services. Specific examples of provider inquiry screens, including the next eligible date, are included in the Background section below. Make sure your billing staffs are aware of this additional information.

#### Disclaimer

This article was prepared as a service to the public and is not intended to grant rights or impose obligations. This article may contain references or links to statutes, regulations, or other policy materials. The information provided is only intended to be a general summary. It is not intended to take the place of either the written law or regulations. We encourage readers to review the specific statutes, regulations and other interpretive materials for a full and accurate statement of their contents. CPT only copyright 2011 American Medical Association.

## Background

Change Request (CR) 7049 added 14 codes to the list of Medicare distant site telehealth services. Claims frequency editing is performed by Medicare’s Common Working File (CWF) system on seven of those 14 codes listed in CR7049 as described below.

The use of telehealth is limited in two ways:

1. Subsequent hospital care services, with the limitation of one telehealth visit every 3 days (Common Procedural Terminology (CPT) codes 99231, 99232, and 99233); and
2. Subsequent nursing facility care services, with the limitation of one telehealth visit every 30 days (CPT codes 99307, 99308, 99309, and 99310).

CWF displays the telehealth frequency limitations data on all CWF responses to provider query screens, including the next eligible date. Examples of these new CWF screens for Telehealth services are displayed below for your reference.

```

ELGA                CWF PART A ELIGIBILITY SYSTEM                ELGACRO
11/15/2011  14:10:50                TELEHEALTH SERVICE NEXT ELIG DATE                PAGE 11 OF 11
IP-REC  CN 9999999999                NM AAAAA  IT R  DB 99999999  SX M                INT 99999

TELEHEALTH SERVICES:HOSPITAL CARE | TELEHEALTH SERVICES:NURSING CARE
HCPCS:99231,99232,99233            | HCPCS: 99307,99308,99309,99310
NEXT ELIGIBLE DATE: 99/99/9999 | NEXT ELIGIBLE DATE: 99/99/9999
RULE:ALLOW HCPCS 99231,99232,99233 | RULE:ALLOW HCPCS 99307,99308,99309,
WITH MODIFIER GQ OR GT EVERY      | 99310 WITH MODIFIER GQ OR GT EVERY
4TH DAY                            | 31ST DAY
    
```

**Disclaimer**

This article was prepared as a service to the public and is not intended to grant rights or impose obligations. This article may contain references or links to statutes, regulations, or other policy materials. The information provided is only intended to be a general summary. It is not intended to take the place of either the written law or regulations. We encourage readers to review the specific statutes, regulations and other interpretive materials for a full and accurate statement of their contents. CPT only copyright 2011 American Medical Association.

|   |                                   |   |                |
|---|-----------------------------------|---|----------------|
| ELGB  | CWF PART B                        | ELIGIBILITY SYSTEM  | ELGBCRO        |
| 11/15/2011 14:12:57   | TELEHEALTH SERVICE NEXT ELIG DATE |   | PAGE 11 OF 11  |
| IP-REC CN 9999999999  | NM AAAAA                          | IT R DB 99999999  | SX M INT 17003 |
| TELEHEALTH SERVICES:HOSPITAL CARE   |                                   | TELEHEALTH SERVICES:NURSING CARE  |                |
| HCPCS:99231,99232,99233   |                                   | HCPCS: 99307,99308,99309,99310  |                |
| <b>NEXT ELIGIBLE DATE: 99/99/9999</b>   |                                   | <b>NEXT ELIGIBLE DATE: 99/99/9999</b>   |                |
| RULE:ALLOW HCPCS 99231,99232,99233<br>WITH MODIFIER GQ OR GT EVERY<br>4TH DAY |                                   | RULE:ALLOW HCPCS 99307,99308,99309,<br>99310 WITH MODIFIER GQ OR GT EVERY<br>31ST DAY |                |

|   |                                   |   |                |
|---|-----------------------------------|---|----------------|
| ELGH  | CWF PART A                        | ELIGIBILITY SYSTEM  | ELGHCRO        |
| 00/00/0000 00:00:00   | TELEHEALTH SERVICE NEXT ELIG DATE |   | PAGE 12 OF 12  |
| IP-REC CN 9999999999  | NM AAAAA                          | IT R DB 99999999  | SX M INT 99999 |
| TELEHEALTH SERVICES:HOSPITAL CARE   |                                   | TELEHEALTH SERVICES:NURSING CARE  |                |
| HCPCS:99231,99232,99233   |                                   | HCPCS: 99307,99308,99309,99310  |                |
| <b>NEXT ELIGIBLE DATE: 99/99/9999</b>   |                                   | <b>NEXT ELIGIBLE DATE: 99/99/9999</b>   |                |
| RULE:ALLOW HCPCS 99231,99232,99233<br>WITH MODIFIER GQ OR GT EVERY<br>4TH DAY |                                   | RULE:ALLOW HCPCS 99307,99308,99309,<br>99310 WITH MODIFIER GQ OR GT EVERY<br>31ST DAY |                |

|   |            |   |                |
|---|------------|---|----------------|
| HIQACOP   | CWF PART A | INQUIRY REPLY   | PAGE 12 OF 12  |
| IP-REC CN 9999999999  | NM AAAAA   | IT R DB 99999999  | SX M INT 99999 |
| TELEHEALTH SERVICES:HOSPITAL CARE   |            | TELEHEALTH SERVICES:NURSING CARE  |                |
| HCPCS:99231,99232,99233   |            | HCPCS: 99307,99308,99309,99310  |                |
| <b>NEXT ELIGIBLE DATE: 99/99/9999</b>   |            | <b>NEXT ELIGIBLE DATE: 99/99/9999</b>   |                |
| RULE:ALLOW HCPCS 99231,99232,99233<br>WITH MODIFIER GQ OR GT EVERY<br>4TH DAY |            | RULE:ALLOW HCPCS 99307,99308,99309,<br>99310 WITH MODIFIER GQ OR GT EVERY<br>31ST DAY |                |

**Disclaimer**

This article was prepared as a service to the public and is not intended to grant rights or impose obligations. This article may contain references or links to statutes, regulations, or other policy materials. The information provided is only intended to be a general summary. It is not intended to take the place of either the written law or regulations. We encourage readers to review the specific statutes, regulations and other interpretive materials for a full and accurate statement of their contents. CPT only copyright 2011 American Medical Association.

| HIQH COP  | CWF  | INQUIRY REPLY    | PAGE 13 OF 13  |
|---|--|------------------|----------------|
| IP-REC CN 999999999999  | NM AAAAA   | IT R DB 99999999 | SX M INT 99999 |
| TELEHEALTH SERVICES:HOSPITAL CARE                                       | TELEHEALTH SERVICES:NURSING CARE   |                  |                |
| HCPCS:99231,99232,99233   | HCPCS: 99307,99308,99309,99310   |                  |                |
| <b>NEXT ELIGIBLE DATE: 99/99/9999</b>                                   | <b>NEXT ELIGIBLE DATE: 99/99/9999</b>  |                  |                |
| RULE:ALLOW HCPCS 99231,99232,99233 WITH MODIFIER GQ OR GT EVERY 4TH DAY | RULE:ALLOW HCPCS 99307,99308,99309,99310 WITH MODIFIER GQ OR GT EVERY 31ST DAY |                  |                |

| MAPI75M  | FISS SWTT REGION MAFSSWTT                           |
|--|---|
| SC   | ACCEPTED  |
| HIC  | NM IT DB SX   |
| PRVH SERVC TECH D PROF D                                   | PRVN SERVC TECH D PROF D   PRVN SERVC TECH D PROF D |
| TELH/99231   |   |
| TELH/99232   |   |
| TELH/99233   |   |
| TELH/99307   |   |
| TELH/99308   |   |
| TELH/99309   |   |
| TELH/99310   |   |
| PROCESS COMPLETED - -- PLEASE CONTINUE                     |   |
| Press PF5-SCROLL BKWD PF3-EXIT PF7-PREV PAGE PF8-NEXT PAGE |   |

### Additional Information

CR7049 is available in two transmittals at <http://www.cms.gov/Transmittals/downloads/R2168CP.pdf> and <http://www.cms.gov/Transmittals/downloads/R140BP.pdf> on the Centers for Medicare & Medicaid Services (CMS) website.

If you have questions, please contact your Medicare A/B MAC, carrier or FI at their toll-free number which may be found at <http://www.cms.gov/MLNProducts/downloads/CallCenterTollNumDirectory.zip> on the CMS website.

**Disclaimer**

This article was prepared as a service to the public and is not intended to grant rights or impose obligations. This article may contain references or links to statutes, regulations, or other policy materials. The information provided is only intended to be a general summary. It is not intended to take the place of either the written law or regulations. We encourage readers to review the specific statutes, regulations and other interpretive materials for a full and accurate statement of their contents. CPT only copyright 2011 American Medical Association.