

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



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

Note: This article was updated on April 30, 2014 to include links to the most current articles that reflect the changes in Medicare policy that have occurred since SE1209 was published in 2012.

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

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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.

Note: At the time this article was first published in 2012, the information reflected Medicare policy correctly at that time. Since then more current information is available and new articles are available. See the Additional Information section for the updated publications detailing what providers need to know in order to remain current.

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	99999999999	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		

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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	
NEXT ELIGIBLE DATE: 99/99/9999		NEXT ELIGIBLE DATE: 99/99/9999	
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	

ELGH	CWF PART A	ELIGIBILITY SYSTEM	ELGHCR0
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	
NEXT ELIGIBLE DATE: 99/99/9999		NEXT ELIGIBLE DATE: 99/99/9999	
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	

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	
NEXT ELIGIBLE DATE: 99/99/9999		NEXT ELIGIBLE DATE: 99/99/9999	
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	

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HIQH COP	CWF	INQUIRY REPLY	PAGE 13 OF 13
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 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.

MLN Matters® Article MM7504, entitled, “Expansion of the Medicare Telehealth Services for CY 2012,” may be viewed at <http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM7504.pdf> on the CMS website. MM7504 announces that (effective January 1, 2012) CMS is adding four smoking cessation services codes to the list of Medicare telehealth services for CY 2012.

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MLN Matters® Article MM7900, entitled, “Expansion of the Medicare Telehealth Services for CY 2013,” may be viewed at <http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM7900.pdf> on the CMS website. MM7900 updates the list of approved telehealth services to reflect code changes and it replaces CPT codes related to psychotherapy services.

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