



To: TennCare Providers
From: Johnny Lai, Director of Managed Care Operations
Date: June 21, 2022
Subject: Update – Reimbursement of Telehealth and Telephonic Health Services Post-Federal PHE

The MCOs are currently in compliance with state law regarding payment for services provided via telehealth in the same manner as face-to-face interactions. This includes payment for services originating at a site other than an office. During the state public health emergency (PHE), TennCare required the MCOs to reimburse for audio only telehealth interactions. [Public Chapter 4](#) of the 111th General Assembly 2nd Extraordinary Session authorizes the terms and conditions for the electronic delivery of health care. [Public Chapter 191](#) of the 112th General Assembly authorizes payment for behavioral health services provided via audio only telehealth when broadband is not accessible. [Public Chapter 807](#) of the 112th General Assembly authorizes that all healthcare services along with behavioral health services can be provided by HIPAA compliant audio only conversation when real-time interactive video is not available. In addition, TennCare’s MCOs’ voluntarily adopted the reimbursement of telehealth services (including reimbursing televisual, as well as audio only services) beyond the state PHE for physical health services. TennCare’s MCOs should continue this reimbursement practice on a permanent basis.

TennCare providers may visit their MCOs’ Provider Website to review each MCO’s policies for telehealth, including audio only telehealth. When billing for telehealth services, providers must bill using the place of service code 02 (telehealth provided other than in patient’s home), place of service code 10 (telehealth provided in patient’s home), or the specific telehealth modifier (i.e., 95, GT, GQ, G0) as required by each MCO.

For more information regarding ongoing telehealth policies, please visit:

https://provider.amerigroup.com/docs/gpp/TN_CAID_ExtensionTelehealthVisits.pdf?v=202107281619

<https://bcbstupdates.com/wp-content/uploads/2021/07/Telehealth-and-Audio-Only-Services.pdf>

<https://www.uhcprovider.com/content/dam/provider/docs/public/commplan/tn/news/TN-Telehealth-Telephonic-Services.pdf>