



# Provider Notice

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## Telehealth Updates

Magellan Behavioral Health of Pennsylvania (Magellan) HealthChoices seeks to support our providers in the continued delivery of telehealth services. We would like to provide updated direction related to specific claims submission guidelines for telehealth, including audio-only modifiers and Place of Service (POS) coding.

On July 1, 2022, The Office of Mental Health and Substance Abuse Services (OMHSAS) issued Revised Telehealth Guidance in the form of Medical Assistance Bulletin [OMHSAS-22-02](#) which rendered Bulletin OMHSAS-21-09, Guidelines for the Delivery of Behavioral Health Services Through Telehealth obsolete. The purpose of OMHSAS-22-02 was to update the guidelines for payment of behavioral health services delivered using telehealth technology; as well as provide clarification on the documentation of consent. Additionally, the bulletin addresses the ability of licensed practitioners who serve less than five individuals to request approval to deliver services using telehealth where they do not maintain a physical location in Pennsylvania within 60 minutes or 45 miles (whichever is greater) of the area served.

On August 16, 2022, as a result of multiple requests for clarification regarding MA Bulletin OMHSAS-22-02, OMHSAS issued a [Telehealth Frequently Asked Questions](#) document.

In accordance with MA Bulletin OMHSAS-22-02, Magellan would like to advise providers that it is now able to accept informational modifier **FQ** when providing audio-only telehealth services. Effective for dates of service July 1, 2022, and beyond, providers should add informational modifier FQ in the last available position along with your current contracted code and modifier combination every time a service is provided over the telephone. Providers who offer services that currently require the use of four modifiers should continue to use those modifiers in accordance with your contract (four modifiers are the maximum allowable, so in this case, providers would not be able to utilize informational modifier FQ). Examples:

- To bill a 45-minute Individual Therapy session in a Psychiatric Outpatient Clinic that takes place via telephone because the member does not have access to video: 90834 HE AF would be submitted as 90834 HE AF **FQ**

- To bill a Peer Support Service that is provided telephonically with a member: H0038 GT would be submitted as H0038 GT **FQ**

To bill for dates of service prior to July 1, 2022, providers should utilize informational modifier 95 in the last position for audio-only services as described above.

OMHSAS also provided clarification on the utilization of Place of Service Codes 02 and 10 when billing for Telehealth Services:

- Telehealth provided in the identified member's home: POS = 10
- Telehealth provided in a location other than the home of the member: POS = 02

This corresponds to the physical location of the member, not the provider. Please begin to utilize these Place of Service Codes as indicated above for all Telehealth Services effective immediately. Regardless of whether a provider adds modifier FQ to their claim for audio-only telehealth, the POS code must be represented with either 02 or 10. **Magellan is not requiring providers to update previously submitted claims but to use these new guidelines moving forward.**

Magellan has the following telehealth resources for providers on our website:

- Magellan's [Telehealth FAQ](#) remains available. We are in the process of updating our FAQ to align with the issuance of MA Bulletin OMHSAS-22-02. Magellan will send a communication to providers once the updated FAQ is available.
- Magellan's library of Provider Performance Standards has been updated to include [Telehealth](#). Providers are encouraged to refer to this document for guidance and to develop internal quality improvement and monitoring activities.

[www.MagellanProvider.com](http://www.MagellanProvider.com)

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