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COVID-19: Claims for Telephone Medical Services (Audio Only) – Texas Medicaid

In continued response to COVID-19, the [Children with Special Health Care Needs \(CSHCN\) Services Program](#) is extending the authorization of the below procedure codes **through January 31, 2022**. We are authorizing providers to bill the following procedure codes for medical evaluation and management services delivered by a physician by telephone (audio only):

Description of Services	Procedure Codes
Evaluation and Management (E/M)	99201, 99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215

When is this effective?

Providers can bill the above procedure codes for telephone (audio only) medical (physician delivered) evaluation and management services delivered March 20, 2020 through **January 31, 2022 (previously December 31, 2021)**.

Note: End date is subject to change.

We are continuing to evaluate the evolving state and federal legislative and regulatory landscape relating to COVID-19 and will continue to update our practices accordingly.

The telephone call is considered part of the next office visit and cannot be submitted using the e/m codes if:

- The call is less than 24 hours after an in-person or telemedicine (video) visit
- The call follows the next available appointment

The telephone call is considered part of the previous office visit and cannot be billed separately if:

- The call is less than seven days after an office visit for the same diagnosis

Should a modifier be billed?

Yes, providers should use the 95 modifier and place of service (POS) 02 to indicate the occurrence of remote delivery when delivering service.

Have questions?

Contact our BCBSTX Medicaid provider call center at 1-877-560-8055 or contact your [BCBSTX Medicaid Provider Network Representative](#).

For more information about this notice and other changes to Texas Medicaid due to COVID-19, go to <http://www.tmhp.com/Pages/COVID-19/COVID-19-HOME.aspx>.