

**Telehealth/ Virtual Health Policy, Professional for Louisiana**

**IMPORTANT NOTE ABOUT THIS REIMBURSEMENT POLICY**

You are responsible for submission of accurate claims. This reimbursement policy is intended to ensure that you are reimbursed based on the code or codes that correctly describe the health care services provided. UnitedHealthcare Community Plan reimbursement policies uses Current Procedural Terminology (CPT®\*), Centers for Medicare and Medicaid Services (CMS) or other coding guidelines. References to CPT or other sources are for definitional purposes only and do not imply any right to reimbursement.

This reimbursement policy applies to all health care services billed on CMS 1500 forms and, when specified, to those billed on UB04 forms. Coding methodology, industry-standard reimbursement logic, regulatory requirements, benefits design and other factors are considered in developing reimbursement policy.

This information is intended to serve only as a general reference resource regarding UnitedHealthcare Community Plan’s reimbursement policy for the services described and is not intended to address every aspect of a reimbursement situation. Accordingly, UnitedHealthcare Community Plan may use reasonable discretion in interpreting and applying this policy to health care services provided in a particular case. Further, the policy does not address all issues related to reimbursement for health care services provided to UnitedHealthcare Community Plan enrollees.

**Other factors affecting reimbursement supplement, modify or, in some cases, supersede this policy. These factors include but are not limited to: federal &/or state regulatory requirements, the physician or other provider contracts, the enrollee’s benefit coverage documents, and/or other reimbursement, medical or drug policies.**

Finally, this policy may not be implemented exactly the same way on the different electronic claims processing systems used by UnitedHealthcare Community Plan due to programming or other constraints; however, UnitedHealthcare Community Plan strives to minimize these variations.

UnitedHealthcare Community Plan may modify this reimbursement policy at any time by publishing a new version of the policy on this Website. However, the information presented in this policy is accurate and current as of the date of publication.

\*CPT Copyright American Medical Association. All rights reserved. CPT® is a registered trademark of the American Medical Association.

**Application**

**This reimbursement policy applies to UnitedHealthcare Community Plan Medicaid products.**

This reimbursement policy applies to services reported using the 1500 Health Insurance Claim Form (a/k/a CMS-1500) or its electronic equivalent or its successor form. This policy applies to all products and all network and non-network physicians and other qualified health care professionals, including, but not limited to, non-network authorized and percent of charge contract physicians and other qualified health care professionals.

**Policy**

**Overview**

This policy describes reimbursement for Telehealth and Telemedicine services, which occur when the Physician or Other Qualified Healthcare Professional and the patient are not at the same site. Examples of such services are those that are delivered over the phone, via the Internet or using other communication devices. Note: For the purposes of this policy, the terms Telehealth and Telemedicine are used interchangeably.

**Reimbursement Guidelines**

**Codes and Modifiers**

UnitedHealthcare Community Plan will consider for reimbursement Telehealth services which are recognized by The Centers for Medicare and Medicaid Services (CMS) as well as services recognized by the AMA included in Appendix P of CPT and appended with modifier 95.

In addition, UnitedHealthcare Community Plan recognizes certain additional services which can be effectively performed via Telehealth/Telemedicine. These services will be considered for reimbursement when reported with modifier 95:

- Alcohol and/or substance abuse screening and brief intervention services (code 99408)

[UnitedHealthcare Community Plan Louisiana State Telemedicine Code List](#)

UnitedHealthcare Community Plan requires one of the following modifiers to be reported when performing a service via Telehealth to indicate the type of technology used and to identify the service as Telehealth. UnitedHealthcare Community Plan will consider reimbursement for a procedure code/modifier combination using these modifiers only when the modifier has been used appropriately. Coding relationships for modifier 95 are administered through the UnitedHealthcare Procedure to Modifier Policy.

Modifier	Description
95	Synchronous Telemedicine Service Rendered Via a Real-Time Interactive Audio and Video Telecommunications system (reported only with codes from Appendix P)

UnitedHealthcare Community Plan recognizes the CMS-designated Originating Sites considered eligible for furnishing Telehealth services to a patient located in an Originating Site.

Examples of Originating Sites are listed below:

- The office of a physician or practitioner;
- A hospital (inpatient or outpatient);
- A critical access hospital (CAH);
- A rural health clinic (RHC);
- A federally qualified health center (FQHC);
- A hospital-based or critical access hospital-based renal dialysis center (including satellites); NOTE: Independent renal dialysis facilities are not eligible Originating Sites
- A skilled nursing facility (SNF); and
- A community mental health center (CMHC)
- Mobile Stroke Unit
- Patient home - only for monthly end stage renal, ESRD-related clinical assessments, and for purposes of treatment of a substance use disorder or a co-occurring mental health disorder to an individual with a substance use disorder diagnosis.

UnitedHealthcare Community Plan recognizes the CMS-designated practitioners eligible to be reimbursed for Telehealth services:

Examples of practitioners are listed below:

- Physician
- Nurse practitioner
- Physician assistant
- Nurse-midwife
- Clinical nurse specialist
- Registered dietitian or nutrition professional

- Clinical psychologist
- Clinical social worker
- Certified Registered Nurse Anesthetists

Louisiana UnitedHealthcare Community Plan requires Place of Service (POS) code 02 or 10 for reporting Telehealth services rendered by a physician or practitioner from a Distant Site. The valid Modifier and POS code combination is required on all claim lines.

UnitedHealthcare Community Plan recognizes federal and state mandates regarding Telehealth and Telemedicine.

**Telehealth Transmission**

UnitedHealthcare Community Plan follows CMS guidelines which do not allow reimbursement for Telehealth transmission, per minute, professional services bill separately reported with HCPCS code T1014. They are non-reimbursable codes according to the CMS Physician Fee Schedule (PFS) and are considered included in Telehealth services.

**Telephone Services**

UnitedHealthcare Community Plan follows CMS guidelines which do not allow reimbursement for telephone services which are non-face-to-face evaluation and management services by a Physician or Other Qualified Health Care Professional reported with CPT codes 98966-98968 or 99441-99443. They are non-reimbursable codes according to the CMS Physician Fee Schedule (PFS) and are considered an integral part of other services provided.

**On-Line Medical Evaluation**

UnitedHealthcare Community Plan follows CMS guidelines do not allow reimbursement for an on-line medical evaluation, an internet response to a patient's on-line question, reported with CPT codes 98969 or 99444. They are non-reimbursable codes according to the CMS Physician Fee Schedule (PFS).

**Interprofessional Telephone/Internet Consultations**

UnitedHealthcare Community Plan follows CMS guidelines effective for services rendered on or after January 1, 2019, which considers interprofessional telephone/Internet assessment and management services reported with CPT code 99451 eligible for reimbursement.

**Remote Evaluation of Recorded Video and/or Images**

UnitedHealthcare Community Plan follows CMS guidelines effective for services rendered on or after January 1, 2019, which considers remote evaluation of recorded video and/or images submitted by an established patient (e.g., store and forward), including interpretation with follow-up with the patient within 24 business hours, not originating from a related E/M service provided within the previous 7 days eligible for reimbursement according to the CMS Physician Fee Schedule (PFS).

**Brief Communication Technology-based Service**

UnitedHealthcare Community Plan follows CMS guidelines effective for services rendered on or after January 1, 2019, which considers brief communication technology-based service, e.g., virtual check-in, by a Physician or Other Qualified Health Care Professional who can report evaluation and management services, provided to an established patient, not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion eligible for reimbursement according to the CMS Physician Fee Schedule (PFS).

**Questions and Answers**

<b>1</b>	<p><b>Q:</b> How does UnitedHealthcare Community Plan reimburse for phone calls to patients that are not associated with any other service? For example, a pediatrician receives a call from a mother at 2 A.M. regarding an asthmatic child having difficulty breathing. The physician handles the situation over the phone without requiring the child to be seen in an emergency room. On what basis will the visit be denied?</p> <p><b>A:</b> UnitedHealthcare Community Plan will not reimburse for these services (99441-99443 or 98966-98968), as they are considered included in the overall management of the patient.</p>
<b>2</b>	<p><b>Q:</b> A physician makes daily telephone calls to an unstable diabetic patient to check on the status of his condition. These services are in lieu of clinic visits. Will UnitedHealthcare Community Plan reimburse the physician for these telephone services?</p> <p><b>A:</b> No, UnitedHealthcare Community Plan will not reimburse telephone services (99441-99443 or 98966-98968), as they are considered included in the overall management of the patient.</p>
<b>3</b>	<p><b>Q:</b> What is the difference between Telehealth services and telephone calls?</p> <p><b>A:</b> Telehealth services are live, interactive audio and visual transmissions of a physician-patient encounter from one site to another using telecommunications technology. They may include transmissions of real-time telecommunications or those transmitted by store-and-forward technology. Telephone calls, which are considered audio transmissions, per the CPT definition, are non-face-to-face evaluation and management (E/M) services provided to a patient using the telephone by a Physician or Other Qualified Health Care Professional, who may report evaluation and management services.</p>

**Attachments**

<a href="#">Louisiana Telemedicine Code List</a>	Louisiana state specific list of codes recognized when reported with modifier 95
--	--

**Resources**

- Individual state Medicaid regulations, manuals & fee schedules
- American Medical Association, *Current Procedural Terminology (CPT®)* and associated publications and services.

<p>Centers for Medicare and Medicaid Services, CMS Manual System and other CMS publications and services.</p> <p>Centers for Medicare and Medicaid Services, Healthcare Common Procedure Coding System, HCPCS Release and Code Sets.</p> <p>Centers for Medicare and Medicaid Services, Physician Fee Schedule (PFS) Relative Value Files.</p>
--

History	
<b>2/22/2026</b>	Policy Version Change Attachments Section: Louisiana Telemedicine Code List Updated History Section: Entries prior to 2/22/2024 archived
<b>5/25/2025</b>	Policy Version Change: Reimbursement Guidelines Section updated
<b>3/09/2025</b>	Policy Version Change: Reimbursement Guidelines Section updated Attachments Section: Louisiana Telemedicine Code List Updated Definitions removed Questions and Answers section updated History Section: Entries prior to 3/09/2023 archived
<b>6/16/2024</b>	Policy Version Change: Attachments Section: Louisiana Telemedicine Code List Updated History Section: Entries prior to 6/16/2022 archived
<b>3/10/2024</b>	Policy Version Change: Attachments Section: Louisiana Telemedicine Code List Updated to remove deleted codes History Section: Entries prior to 3/10/2022 archived
<b>1/6/2006</b>	Policy implemented by UnitedHealthcare Community & State