



March 19, 2020

Dear Keystone First/Keystone First Community HealthChoices (CHC) Provider,

Keystone First and Keystone First CHC continue to monitor the latest information regarding COVID-19, and want to help ensure that our Members/Participants have access to care.

Given Governor Wolf’s emergency disaster declaration on March 6, 2020 and the Centers for Disease Control and Prevention’s (CDC) recommendation related to quarantine and isolation, effective from March 13, 2020 through June 12, 2020, Keystone First and Keystone First CHC will use the following guidelines for the use of telemedicine as a delivery method for medically necessary healthcare services as follows:

1. Telemedicine services may be provided by any means that allows for two-way, real-time interactive communication, such as audio-video conferencing hosted by a secure mobile application.
  - Provider’s compensation will be at the contracted rate in the Keystone First and/or Keystone First CHC Provider Agreement(s) for the following codes:\*

99201 OFFICE VISIT, NEW PT LEVEL I	99211 OFFICE VISIT, EST PT LEVEL I
99202 OFFICE VISIT, NEW PT LEVEL II	99212 OFFICE VISIT, EST PT LEVEL II
99203 OFFICE VISIT, NEW PT LEVEL III	99213 OFFICE VISIT, EST PT LEVEL III
99204 OFFICE VISIT, NEW PT LEVEL IV	99214 OFFICE VISIT, EST PT LEVEL IV
99205 OFFICE VISIT, NEW PT LEVEL V	99215 OFFICE VISIT, EST PT LEVEL V

Place of Service (POS) 02 and modifier GT must be appended to the E&M code(s) listed above.

2. During this state of emergency, telephone only services may be utilized in situations where video technology is not available.
  - Provider’s compensation will be at the contracted rate in the Keystone First and/or Keystone First CHC Provider Agreements(s) for the following code\*:  
G2012 - 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.

**\*Please note:**

- **Payment is not billable above capitation.**
- **Services rendered should be in conformance with the full description of the procedure code and to the extent that it would have been rendered if the visit had occurred in-person in the office.**

We are adjusting our systems as quickly as possible to enable you to bill and be reimbursed for outpatient services utilizing telemedicine as outlined above and will keep you updated on our progress.

We ask that any provider who will be closing their office for an extended period of time notify Keystone First and Keystone First CHC Provider Services at **1-800-521-6007**, and indicate whether virtual visits, telephonic consultation, and/or secure web-portal consultation will be available for Members/Participants during this period.

Thank you for your partnership and care of our Members and Participants as we work together through this challenging health situation. If you have any questions, please contact your Provider Account Executive.

Sincerely,

Denise Ameye, Director Provider Network Management