

# Provider Notice



## Telehealth Updates

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

We **are** currently able to accept either POS 02 or 10 for telehealth services. However, we are still awaiting further direction on the appropriate application for POS 10.

In accordance with MA Bulletin OMHSAS-21-09, informational modifier 95 should be utilized when providing audio-only telehealth services. When using the modifier 95, it should be added in the last available position along with your current contracted code and modifier combination. For example: 90832 HE AF would be submitted as 90832 HE AF **95**. Providers who offer services that currently require the use of four modifiers should continue to use those modifiers (Four modifiers are the maximum allowable. So, in this case, providers would not be able to utilize informational modifier 95). Regardless of whether a provider adds modifier 95 to their claim for audio-only telehealth, the POS code must be represented with either 02 or 10.

Magellan is currently awaiting direction from the Department of Human Services (DHS)/ Office of Mental Health Substance Abuse Services (OMHSAS) regarding the utilization of informational modifier FQ as well as distinguishing between POS Code 10 vs. 02. Currently, PA HealthChoices is unable to accept modifier FQ for audio-only. As stated above, providers should include modifier 95 to represent audio-only where possible. Once guidance is issued by the state, Magellan will provide updated guidance to providers on how to represent telehealth sessions on claims.

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

- Magellan's [Telehealth FAQ](#) remains available and will be updated upon expiration of the regulatory suspensions.

- 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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