



BAC-Office Billing Mistake Series

Billing Mistake #1

Billing CPT 90833 Without an E/M Code

CPT **90833** is an add-on psychotherapy code and cannot be billed by itself.

It must be billed with an appropriate Evaluation & Management (E/M) code, such as:

- ✓ 99213
- ✓ 99214
- ✓ 99215



The E/M service represents the **medical evaluation**, while **90833** reflects the psychotherapy component of the visit.



Billing Tip:

If **90833** appears alone, the claim will likely be denied or rejected because the required primary E/M code is missing.

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Billing Mistake #2

Billing CPT 90834 and 90837 Together

90834 and **90837** represent different psychotherapy time lengths and **cannot be billed together** for the same visit.

✓ **90834** –
Psychotherapy **45 minutes**
(38–52 min)

✓ **90837** –
Psychotherapy **60 minutes**
(53+ min)



Billing Tip:

Select **one** psychotherapy code based on the actual documented session time.


If psychotherapy is performed **with an E/M visit**, use the add-on codes:

- **90833**
- **90836**
- **90838**

90833 _____
90836 _____

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Billing Mistake #3

Using the Wrong Place of Service (POS) for Telehealth

Using the wrong Place of Service (POS) code is one of the most common telehealth billing errors.

✓ POS 02

Telehealth provided when the patient is not located in their home:

- Clinic
- Hospital
- Nursing facility
- Other location

✓ POS 10

Telehealth provided when the patient is located in their home.



Billing Tip:

Verify the patient's physical location at the time of the telehealth visit before submitting the claim.

- Use **POS 10** when the patient is at home
- Use **POS 02** when the patient is located anywhere other than their home.

Many payers also require **modifier 95** for telehealth services.

Using the wrong POS can result in:

- Claim denials
- Payer audits
- Incorrect reimbursement

Billing requirements may vary by payer policy and state regulations.

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