

Telehealth Billing Basics:

POS 02 vs POS 10

POS 02 – Telehealth Provided Other Than Patient's Home

Used when telehealth services are provided and the patient is not located in their home.



Examples:

- Clinic
- Hospital
- Skilled Nursing Facility
- Community Health Center

POS 10 – Telehealth Provided In Patient's Home

Used when telehealth services are provided and the patient is located in their home.



Examples:

- Patient's residence
- Apartment
- Temporary Residence

Billing Tip

Always confirm the patient's physical location during the visit, as this determines the correct Place of Service code.

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Telehealth Billing Modifier: 95

What is Modifier 95?



Modifier 95 indicates that a service was provided using real-time interactive audio and video telecommunications.

Common CPT Codes Used with Modifier 95

- 99213
- 99214
- 90791
- 90834
- 90837 (Payer policies may vary)

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- 99213
 - 99214
 - 90791
 - 90834
 - 90837

Billing Tip:



Confirm that your payer requires **Modifier 95** for telehealth services. Some payers instead require GT modifier or other billing instructions.

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Telehealth Documentation Checklist



Document the Technology Used

Example:

Real-time interactive audio and video communication.



Document Patient Location

Example:

Patient located at home during the telehealth encounter.



Document Provider Location

Example:

Provider located in medical office.




Document Patient Consent

Confirm that the patient consented to telehealth services.

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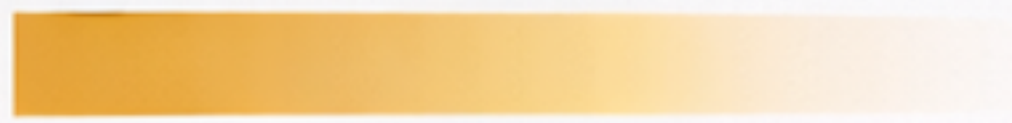
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Top Telehealth Billing Mistakes

Wrong POS Code



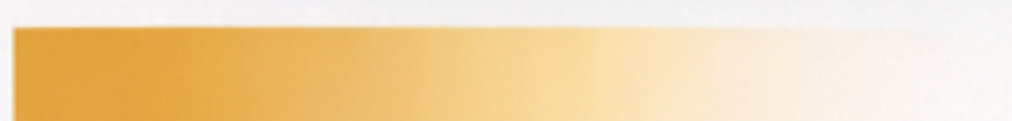
Missing Modifier 95



Billing Non-Covered Telehealth Services




Missing Patient Consent Documentation.



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Common Telehealth CPT Codes

✓ Evaluation & Management

• 99213 • 99214 • 99215

Used for established patient medical visits.



✓ Behavioral Health

- 90791 – Psychiatric Diagnostic Evaluation
- 90834 – Psychotherapy (45 minutes)
- 90837 – Psychotherapy (60 minutes)

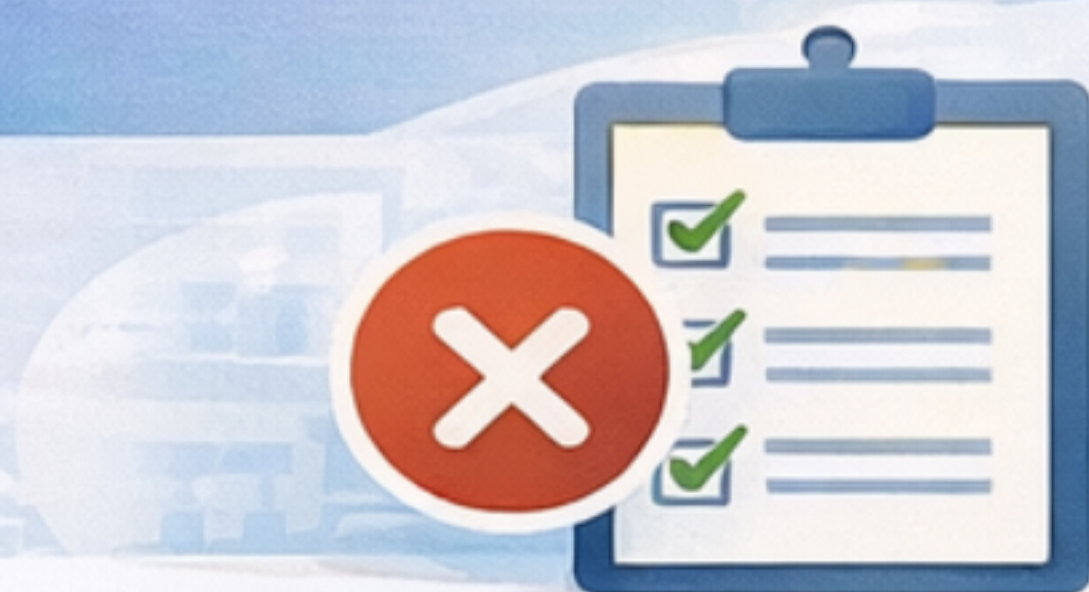


✓ Add-On Code

G2211 – Visit complexity add-on code used with certain E/M services.


✓ Billing Tip:

Always verify payer-specific telehealth coverage and documentation requirements before billing.



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