October 16, 2023

Telehealth Services

Dear Provider,

Telehealth services are a great alternative to deliver care to members without an in-person office visit. *Telehealth benefits include*:

- A decrease in no show rates
- A reduction in wait times
- And provide flexibility for providers and members

Telehealth modalities include:

- Audio only (phone call)
- Asynchronous (store and forward)
- Video
- Synchronous (at the same time)

Payment

Unless your contract with Kern Health Systems (KHS) states otherwise, the reimbursement rate for Telehealth services will be the same as the rate for providing services in-person.

As a reminder, when billing for telehealth services, please bill the CPT/HCPC code which best represents the service rendered. Adding the required, appropriate modifier will identify how the services were rendered.

- **Modifier 93** is to be used for synchronous telephone or other real-time interactive AUDIO ONLY telecommunications systems.
- **Modifier 95** is to be used for synchronous interactive audio AND visual telecommunications systems.
- **Modifier GQ** is to be used for asynchronous store and forward telecommunications systems.

Appropriate modifiers and **Place of Service 02** (Telehealth Provided Other than in Patient's Home) must be used to identify when the services are delivered through synchronous and asynchronous store and forward telecommunications. Please reference the Medi-Cal Provider Manual for information:

- https://files.medi-cal.ca.gov/pubsdoco/Publications.aspx

Additional information regarding telehealth services can be found on the KHS website:

- https://res.cloudinary.com/dpmykpsih/image/upload/kern-site-353/media/c79614a3198049d487564eefb5fc892c/apl-23-007-telehealth-services-policy.pdf

KHS posts all bulletins on the KHS website, www.kernfamilyhealthcare.com, choose Provider, then Bulletins. For any questions, please contact your Provider Relations Representative at 1-800-391-2000.

Sincerely,

Melissa McGuire
Deputy Director of Provider Network
Kern Health Systems