

# What Physicians Need to Know about Telemedicine

Audio and video telemedicine visits are a convenient and flexible way to provide your patients access to 24/7 care from the comfort of your own home or office. Telemedicine provides innovative care to your Humana Healthy Horizons in Florida patients by allowing you to evaluate, diagnose and/or treat a patient remotely via phone or video visit. Patients can also have telemedicine visits for urgent care needs via the MDLIVE® website or mobile app.

## Why choose telemedicine?

Providers who offer telemedicine visits can:

- Conduct visits using a video-capable phone, tablet, or computer
- Conduct patient visits without face-to-face contact which allows the patients to remain at their homes, offices or other private locations
- Enjoy a more flexible schedule
- See more patients over the course of a day – video visits tend to be quicker and more convenient than traditional office visits for you and your patients

## How is telemedicine reimbursed?

Humana Healthy Horizons in Florida reimburses for telemedicine services when delivered by licensed physicians who:

- At a minimum, use audio and video equipment permitting two-way, real-time, interactive patient communication
- Provides evaluation, diagnosis, or treatment within his or her scope of practice

For reimbursement, Humana Healthy Horizons in Florida requests physicians and practitioners who bill for telehealth services to report the place of service (POS) code that would have been reported had the service been furnished in person. Physicians must include the modifier GT or 95 on their CMS 1500 claim form. As an example, if your patient had been seen in the office, the claim should be submitted with POS 11 and a modifier GT or 95.



Please note Humana Healthy Horizons in Florida does not reimburse for:

- Chart reviews
- Email exchanges
- Equipment required to perform telemedicine services
- Fax transmissions

If you offer or are thinking about offering telemedicine services for your Humana Healthy Horizons in Florida patients, your Humana provider representative can offer more information or answer questions.



Resources for additional details on payment and plan coverage:

- [http://ahca.myflorida.com/medicaid/review/fee\\_schedules.shtml](http://ahca.myflorida.com/medicaid/review/fee_schedules.shtml)
- [Humana.com/HealthyFlorida](http://Humana.com/HealthyFlorida)

Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan Inc.