

# Humana telehealth reference guide for healthcare providers

Humana’s priority during the COVID-19 outbreak is to support the safety and well-being of the patients, communities and healthcare providers we serve. Accordingly, during the public health emergency (PHE), Humana is expanding access to telehealth and other virtual services to support providers caring for their Humana patients. To make working with us simpler, we have developed the reference guide below, which lists direct links to helpful information around Humana’s coverage, reimbursement rules, requirements and program information for telehealth services provided through remote communication technologies.

Telehealth reference guide	
What is telehealth?	Telehealth is a means to deliver healthcare services to a patient who is at a different physical location than the health professional, using electronic information or telecommunications technologies consistent with applicable state and federal law. Telehealth services include telemedicine services and are also known as virtual visits. <b>Claims payment policy – search COVID-19 Telehealth and Other Virtual Services During the COVID-19 PHE</b> <a href="https://www.humana.com/provider/medical-resources/claims-payments/claims-payment-policies">Humana.com/provider/medical-resources/claims-payments/claims-payment-policies</a>
Centers for Medicare & Medicaid Services (CMS) guidance	<b>Medicare telemedicine healthcare provider fact sheet</b> <a href="https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet">www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet</a> <b>Medicare Learning Network Booklet on Telehealth Services</b> <a href="https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/TelehealthSrvcsfctsh.pdf">www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/TelehealthSrvcsfctsh.pdf</a>
Telehealth channels	<b>Guidance and application options for telehealth services</b> <a href="https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html">www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html</a> <b>Humana’s selected solutions for virtual care</b> <a href="https://www.humana.com/provider/telehealth/virtual-care-solutions">https://www.humana.com/provider/telehealth/virtual-care-solutions</a>
Telehealth and virtual care resources for healthcare providers	<b>Resources developed to support your practice with patient adoption of telehealth</b> <a href="https://www.humana.com/provider/telehealth">https://www.humana.com/provider/telehealth</a>
Coverage criteria	<b>Claims payment policy – search COVID-19 Telehealth and Other Virtual Services During the COVID-19 PHE</b> <a href="https://www.humana.com/provider/medical-resources/claims-payments/claims-payment-policies">Humana.com/provider/medical-resources/claims-payments/claims-payment-policies</a>
Service availability	<b>Services coverable when provided using real-time, interactive audio-video communications</b> <a href="https://www.humana.com/provider/telehealth-service-ability">Humana.com/provider/telehealth-service-ability</a>
Billing	<b>Services and testing that are billable as telehealth services. Modifier 95 is necessary to ensure appropriate cost-sharing determination and should be used to indicate the service was provided virtually, according to Humana policy.</b> <a href="https://www.humana.com/provider/telehealth-billing">Humana.com/provider/telehealth-billing</a>
Provider payment	<b>Rate increases during the public health emergency for dates of service beginning March 1, 2020</b> <a href="https://www.humana.com/provider/telehealth-payment">Humana.com/provider/telehealth-payment</a>
Risk adjustment	<b>Telehealth and other virtual services that are eligible for risk adjustment</b> <a href="https://www.humana.com/provider/telehealth-risk-adjustment">Humana.com/provider/telehealth-risk-adjustment</a>
Medicaid	<b>State-specific requirements</b> <a href="https://www.cchpca.org/covid-19-related-state-actions">www.cchpca.org/covid-19-related-state-actions</a>
Annual Wellness Visit	<b>Annual Wellness Visits can be conducted via telehealth</b> <a href="https://www.humana.com/provider/telehealth-wellness-visits">Humana.com/provider/telehealth-wellness-visits</a>
Telehealth and HEDIS®/Stars	<b>Some Healthcare Effectiveness Data and Information Set (HEDIS®) measures may be satisfied using telehealth</b> <a href="https://www.humana.com/provider/telehealth-hedis-stars">Humana.com/provider/telehealth-hedis-stars</a>
Practitioner assessment form	<b>Humana will accept PAFs completed during a visit using real-time interactive audio and video telecommunications system</b> <a href="https://www.humana.com/provider/telehealth-paf">Humana.com/provider/telehealth-paf</a>
Active member summary	<b>Humana will accept Member Summary with clinical inference completed during a visit using real-time interactive audio and video telecommunications system</b> <a href="https://www.humana.com/provider/telehealth-member-summary">Humana.com/provider/telehealth-member-summary</a>
Provider resources for COVID-19	<b>Important tools, news and links about COVID-19</b> <a href="https://www.humana.com/provider/coronavirus">Humana.com/provider/coronavirus</a> <b>CMS video answering common questions about expanded Medicare telehealth services</b> <a href="https://www.youtube.com/watch?v=Bsp5tIFnYHk&amp;feature=youtu.be">https://www.youtube.com/watch?v=Bsp5tIFnYHk&amp;feature=youtu.be</a>

For information concerning virtual care consults and available resources through MDLive, please visit [MDLIVE.com/HumanaMedicare](https://MDLIVE.com/HumanaMedicare).

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Visit types and line of business can impact the eligibility of risk adjustable services. The grid below summarizes the technology solution and qualification status for commercial risk adjustment (CRA) and/or Medicare risk adjustment (MRA), as well as exemplifies common Current Procedural Terminology (CPT®) and Healthcare Common Procedure Coding System (HCPCS) codes for visit types.

COVID-19 telehealth and other virtual services eligible for risk adjustment						
	Medicare-covered services	Qualifies for CRA	Qualifies for MRA	Physician location	Submission place of service (POS)	Common CPT® and HCPCS codes
Telehealth (interactive audio telecommunication simultaneously with video telecommunication)	X	X	X	Home/office/facility	Use CPT telehealth modifier “95” with appropriate POS	99201 – 99215 (office or outpatient visit) G0425 – G0427 (telehealth consultations, emergency department or initial inpatient)
Telephonic visit (audio only)	X	X		Home/office/facility	Use audio-only modifier ‘93’ with appropriate POS	99441 – 99443
Virtual check-in (5 to 20 minute visit)	X	X	X*	Home/office/facility	Appropriate POS	G2010, G2012, G2252
E-visit (use of patient portal)	X	X		Home/office/facility	Appropriate POS	99421, 99422, 99423

\*G2010, G2012 and G2252 qualify for risk adjustment encounter data system (EDS) submission and should be used for visits that use interactive audio telecommunication simultaneously with video telecommunication. Humana maintains that any service rendered that is audio only does not meet the face-to-face requirement for risk adjustment. Therefore, if an audio-only visit is conducted, use the telephonic evaluation and management (E/M) codes (e.g. 99441 – 99443), as appropriate.

As with in-person visits, healthcare providers can positively impact their patient’s experience by discussing HEDIS and Stars measures during telehealth visits. The chart below highlights how Medicare Advantage (MA) quality measures can be satisfied via telehealth and in-home test kits.

Clinical HEDIS measures	Can be SATISFIED by telehealth (includes audio only)	Can be SATISFIED with an in-home test kit
Breast Cancer Screening (BCS)	Yes <sup>1</sup>	No
Care for Older Adults – Medication Review (COA-Med)	Yes	No
Care for Older Adults – Pain Screening (COA-Pain)	Yes	No
Colorectal Cancer Screening (COL)	Yes <sup>1</sup>	Yes
Controlling Blood Pressure (CBP)	Yes	No
Eye Exam for Patients with Diabetes (EED)	Yes <sup>1</sup>	No
Hemoglobin A1c Control for Patients with Diabetes (HBD)	Yes <sup>1</sup>	Yes <sup>2</sup>
Kidney Health Evaluation for Patients with Diabetes (KED)	No	No
Osteoporosis Management in Women who had a Fracture (OMW)	No	No
Statin Therapy for Patients with Cardiovascular Disease (SPC)	No <sup>3</sup>	No <sup>3</sup>
Transitions of Care		
Notification of Inpatient Admission	No	No
Receipt of Discharge Information	No	No
Patient Engagement After Inpatient Discharge	Yes	No
Medication Reconciliation Post-Discharge (MRP)	Yes	No
<i><sup>1</sup>Can be satisfied during a telehealth visit when a patient-reported service is documented in a submitted medical record</i>		
<i><sup>2</sup>Can be satisfied when a returned hemoglobin A1c (HbA1c) test kit results of 9% or less</i>		
<i><sup>3</sup>Prescription written at the time of care may and will only satisfy the associated measure when the record indicates the generic name (or brand name), strength/dose, route and date when the medication was dispensed or shipped to the member, and a prescription claim billed through Humana is present.</i>		
Patient Safety (Part D) measures		
Medication Adherence for Cholesterol (Statins) (MedA-Statins)	No	No
Medication Adherence for Diabetes Medications (MedA-Diabetes)	No	No
Medication Adherence for Hypertension (angiotensin-converting enzyme (ACE) or angiotensin-receptor blocker (ARB) (MedA-HTN)	No	No
Comprehensive Medication Review (CMR)	Yes	No
Statin Use in Persons with Diabetes (SUPD)	No <sup>3</sup>	No <sup>3</sup>
<i><sup>3</sup>Prescription written at the time of care may and will only satisfy the associated measure when the record indicates the generic name (or brand name), strength/dose, route and date when the medication was dispensed or shipped to the member, and a prescription claim billed through Humana is present.</i>		

Patient experience (Consumer Assessment of Healthcare Providers and Systems [CAHPS®] and Health Outcomes Survey [HOS]) measures, including access to care, coordination of care and patient discussion, cannot be satisfied by telehealth (includes audio only) or with an in-home test kit. However, we encourage discussion around these measures during a telehealth visit.