



**PROVIDER ALERT**  
RI Telehealth/Telephone-Only Guidance.  
Optum NHPRI & UHC

Dear Provider:

This notification is being sent to you regarding a change to billing requirements for telehealth/virtual visits.

- Optum will reimburse telehealth services which use standard CPT codes for outpatient treatment.
- Contracted providers should bill using the appropriate CPT and/or modifier code as indicated on their fee schedule.
- All other Practice Management System Protocols will remain in force.
- Please note the NHPRI Commercial modifier use telehealth video versus telephone effective April 1, 2022, and the guidance for using POS 10 noted in the grids below.
- **NHPRI modifier 95 use is effective July 1, 2022.**

Product	Procedure Codes	Modifier Options	Place of Service (POS) Code
UHC Commercial	-Use standard outpatient CPT codes -Contracted providers, use applicable CPT codes(s) listed on your fee schedule	-GT -GQ -95	Participating Network Providers - Can use that POS you would have used if the service had been delivered in person <b>or</b> - Can use POS 10 if the member is at home Non-Participating providers -Use POS you would have used if the service had been delivered in person
UHC Medicare Advantage	-Use standard outpatient CPT codes -Contracted providers use applicable CPT code(s) listed on your fee schedule	-GQ -95	Participating Network Providers - Can use that POS you would have used if the service had been delivered in person <b>or</b> - Can use POS 10 if the member is at home Non-Participating providers -Use POS you would have used if the service had been delivered in person
UHC Medicaid	-Use standard outpatient CPT/HCPSC codes listed on your fee schedule	No telehealth modifier needed	POS 10 for in the home POS 02 for outside of the home

Product	Procedure Codes	Modifier Options	Place of Service (POS) code
NHPRI Commercial Exchange	-Use standard outpatient CPT codes. Contracted providers, use applicable CPT codes(s) listed on your fee schedule.	95-- used when providers supply audio/visual services. Services that are audio-only would not require this modifier.	In accordance with instruction from the Centers for Disease Control (CDC) and Rhode Island Department of Health (RIDOH), until the State of Emergency in RI has been lifted, cost sharing will be waived for evaluation and management codes 99211 and 99212 when provided via telemedicine/telephone only. POS 10 for in the home POS 02 for outside of the home. INN providers only.  Note: Medicare and Medicaid LOB out of scope for no member cost share.
NHPRI Integrity	-Use standard outpatient CPT codes. Contracted providers, use applicable CPT codes(s) listed on your fee schedule.	95-- used when providers supply audio/visual services. Services that are audio-only would not require this modifier.	POS 10 for in the home POS 02 for outside of the home
NHPRI Medicaid	-Use standard outpatient CPT/HCPSCS codes listed on your fee schedule	95-- used when providers supply audio/visual services. Services that are audio-only would not require this modifier.	POS 10 for in the home POS 02 for outside of the home

If you have any questions, please contact our Provider Services Line at **1-877-614-0484**.

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