



Updated 05/06/2022 | Posted 04/15/2020

# COVID-19: Claims for Telephone Medical Services (Audio Only) – Texas Medicaid

In continued response to COVID-19, the [Children with Special Health Care Needs \(CSHCN\) Services Program](#) is extending the authorization of the below procedure codes **through May 31, 2022**. We are authorizing providers to bill the following procedure codes for medical evaluation and management services delivered by a physician by telephone (audio only):

Description of Services	Procedure Codes
Evaluation and Management (E/M)	99201, 99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215

### When is this effective?

Providers can bill the above procedure codes for telephone (audio only) medical (physician delivered) evaluation and management services delivered March 20, 2020, through **May 31, 2022**.

**Note:** End date is subject to change.

We are continuing to evaluate the evolving state and federal legislative and regulatory landscape relating to COVID-19 and will continue to update our practices accordingly.

The telephone call is considered part of the next office visit and cannot be submitted using the e/m codes if:

- The call is less than 24 hours after an in-person or telemedicine (video) visit
- The call follows the next available appointment

The telephone call is considered part of the previous office visit and cannot be billed separately if:

- The call is less than seven days after an office visit for the same diagnosis

### Should a modifier be billed?

Yes, providers should use the 95 modifier and place of service (POS) 02 to indicate the occurrence of remote delivery when delivering service.

### Have questions?

Contact our BCBSTX Medicaid provider call center at 1-877-560-8055 or contact your [BCBSTX Medicaid Provider Network Representative](#).

For more information about this notice and other changes to Texas Medicaid due to COVID-19, go to <http://www.tmhp.com/Pages/COVID-19/COVID-19-HOME.aspx>.