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

Effective with the end of the federal public health emergency (PHE) on May 11, 2023, the [Texas Health and Human Services Commissions \(HHSC\)](#) will end the temporary flexibility that has allowed for telephone (audio-only) medical (physician-delivered) evaluation and management (E/M) services.

To help ensure continuity of care during the COVID-19 response from March 20, 2020, through May 11, 2023, HHSC authorized providers to bill the following procedure below with modifier 95 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 15, 2020**, through **May 11, 2023**.

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, through May 11, 2023, providers should use the 95 modifier to indicate remote delivery.

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>

Questions

Providers, for questions or additional information, please:

- Contact your BCBSTX Medicaid Network team at **1-855-212-1615**
- Submit via email [Texas Medicaid Network Department](#)