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# COVID-19: Texas Health Steps (THSteps) Medical Checkups Guidance for Remote Delivery Frequently Asked Questions (FAQ)

Updated FAQs are available on the Texas Health and Human Services (HHSC) website

As of June 18, 2020, the Texas Health and Human Services (HHSC) has updated the Texas Health Steps Telemedicine Guidance for Providers: Answers to Common Questions. You can find the updated FAQs [here](#).

Previously posted May 29, 2020

In addition to the original guidance posted on May 12, 2020, which permits remote delivery of certain components of [THSteps meical checkups for Medicaid eligible children](#) over 24 months of age, Texas HHSC has provided additional guidance via [FAQs here](#). A summary of the HHSC FAQ guidance is below. This guidance also applies to well-child visits provided through the Children's Health Insurance Program (CHIP).

## Frequently Asked Questions (May 29, 2020 version):

### 1. What reasons might a provider be unable to complete the in-person components of a THSteps checkup within 6-months?:

- Child moves to a different service delivery area
- Child moves out of state
- Child changes Primary Care Provider
- Child changes MCO health plans
- Child is deceased
- Parent or caregiver refuses to return for in-person visit
- Child has a birthday between the date of the telemedicine encounter and the follow-up visit
- Child is unable to attend scheduled appointment
- Child changes product service lines (e.g. from STAR Medicaid to CHIP)
- Child loses eligibility
- It remains unsafe to conduct an in-person visit within the 6-month timeframe

### 2. How can providers ensure follow-up visits are completed?

Identify barriers families may face in keeping the 6-month follow-up visit. If you are unable to complete the follow-up visit within 6 months, recoupment of payments will not proceed; the existing process for routine procedures to monitor compliance will still be in place.



**3. What E/M codes should providers use and are providers allowed to use Concurrent billing in THSteps?**

- Use follow-up visit code 99211 for patients who are unable to complete any outstanding components and are seen within the 6-month timeframe.
- Must use **modifier 95** when delivering remotely
- For acute care, bill E/M code at the time of the initial telemedicine checkup or 6-month follow up visit. **Modifier 25** must be submitted with acute E/M code with distinct and separately identifiable diagnosis code. Visit must be billed on separate claim without benefit code EP1. Sufficient documentation is required in medical records.
- A patient’s home is an acceptable place of service for THSteps site of service for medical checkups. If place of service (POS) “2-Home” is used, the visit is no longer consider a telemedicine visit and subject to this policy guidance.

**4. What Flexibility is there for Telemedicine Visits?**

Telemedicine visits can assist providers to meet the needs of their patients during a public health emergency. The use of telemedicine delivery is for certain components of THSteps checkups. This applies only to children over 24 months of age. Use your own judgment to determine which checkup component(s) are appropriate for telemedicine or in-person appointment.

**5. What POS codes should be used for Telemedicine delivery of THSteps?**

The POS code should be the location of where the provider is located while performing the telemedicine visit. *The following codes should be used to identify POS where telemedicine services were performed:*

POS	2-Digit Numeric Codes (Electronic Billers)	1-Digit Numeric Codes (Paper Billers)
Office	02, 11, 15, 17, 20, 49, 50, 60, 65, 71, 72	1
Home	12	2
Inpatient hospital	21, 51, 52, 55, 56, 61	3
Outpatient hospital	19, 22, 23, 24, 57, 62	5
Birthing center	25	7
Other location	01, 03, 04, 05, 06, 07, 08, 16, 18, 26, 34, 41, 42, 53, 99	9
Skilled nursing facility or intermediate care facility for individuals with an intellectual disability or related conditions	13, 31, 32, 54	4
Extended care facility (rest home, domiciliary or custodial care, nursing facility boarding home)	14, 33	8
Independent Lab	81	6
Destination of ambulance	Indicate destination using above codes	Indicate destination Using above codes

**Note:** Family planning and THSteps medical services performed in a rural health clinic (RHC) are billed using national POS code 72. See the Texas Medicaid Provider Procedures Manual, Volume 1: Claims Filing, subsection [‘6.3.1.1 Place of Service \(POS\) Coding’](#) for references to local codes.




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### Have questions?

Contact our Medicaid provider call center at 1-877-560-8055 or contact your Medicaid Provider Network Representative at 1-855-212-1615.

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>

 By clicking this link, you will go to a new website/app ("site"). This new site may be offered by a vendor or an independent third party. The site may also contain non-Medicaid related information. In addition, some sites may require you to agree to their terms of use and privacy policy.

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