



Important Update: Coverage of Alternative Modalities

Alameda Alliance for Health (Alliance) values our dedicated provider partner community and appreciates your tireless work on the frontline of the COVID-19 situation. We would like to share this important update with you.

Effective immediately, all Alliance contracted providers billing for video, telephone and telehealth appointments, **may ONLY use CPT codes for an office visit with the appropriate place of service and/or modifier codes, regardless of the modality.** Providers will continue to be reimbursed at the contracted rate for office visits, for these services.

Alliance providers under a contracted delegated network (such as CHCN, CFMG, and Beacon) will need to bill the delegated network accordingly.

What CPT codes are acceptable?

- New patient office visit CPT codes: 99201-99205
- Established patient office visit CPT codes: 99211-99215
- Office consultation CPT codes: 99241-99245

What place of service codes are acceptable?

- Place of service code "11" for services rendered in the office
- Place of service code "02" for services rendered via telehealth

What modifiers can be used?

- Modifier "95" may be used for services rendered via telehealth

Will CPT code 99442 still be covered?

No. The Alliance will no longer reimburse claims that are billed using CPT code 99442, for service dates on or after Wednesday, March 25, 2020. Eligible claims billed using CPT code 99442 on or before Wednesday, March 25, 2020, will still be reimbursed at \$30. On **Friday, March 13, 2020**, and **Thursday, March 19, 2020**, we shared notices informing our providers that the Alliance would be covering telephone appointments from **Monday, March 16, 2020 through Tuesday, June 30, 2020**, using CPT code 99442 with place of service code "11," at a standard reimbursement rate of \$30. Billing for CPT code 99442 will no longer be valid.

Thank you for your continued partnership, patience and understanding as we all work through this unprecedented situation in solidarity. Again, we appreciate you for all of your hard work and providing high quality care to our members and community. Together, we are creating a safer and healthier community for all.

Questions? Please call the Alliance Provider Services Department

Monday – Friday, 7:30 am – 5 pm

Phone Number: **1.510.747.4510**

www.alamedaalliance.org