The following scenarios are intended as a guide to help you understand how UnitedHealthcare will reimburse home health telehealth services during the COVID-19 national emergency period. You, as a provider, are responsible for ensuring you submit accurate claims in accordance with state and federal laws and UnitedHealthcare’s reimbursement policies. The scenarios are not intended to cover every telehealth service you may perform during the COVID-19 national emergency period. As such, please see UHCprovider.com and UnitedHealthcare’s reimbursement policies for Medicare Advantage, Medicaid and Individual and fully insured Group Market health plans. Medicaid state-specific coding may apply and differ from those illustrated in these examples.

The scenarios in this document apply for dates of service from March 31, 2020 until June 18, 2020, unless UnitedHealthcare extends the end date.
**Telehealth Scenario 1:** New/established patient visit with an RN/LPN who uses an audio-video telecommunications system.

<table>
<thead>
<tr>
<th>Patient Scenario</th>
<th>Visit</th>
<th>Billing</th>
</tr>
</thead>
</table>
| New/established patient presents for a telehealth visit using HIPAA-compliant or non-HIPAA-compliant audio-video technology for evaluation or re-evaluation. | • Scheduled or same-day telehealth visit with a patient  
• Use of HIPAA-compliant or non-HIPAA-compliant audio-video technology, such as FaceTime or Skype*  
• Care is delivered by an RN or LPN | Participating Providers Using Professional Claims (CMS 1500 or 837-P)  
Step 1. Use appropriate CPT* code (S9123/S9124)  
Step 2. Use home place of service (12)  
Step 3. Use 95 modifier  
Step 4. Refer to Centers for Disease Control and Prevention (CDC)  
ICD-10-CM Official Coding Guidelines  
Participating Providers Using Institutional Claims (UB04 or 837-I)  
Step 1. Use appropriate REV code (551/552/581/582)  
Step 2. Use appropriate CPT code  
Step 3. Use 95 modifier  
Step 4. Refer to Centers for Disease Control and Prevention (CDC)  
ICD-10-CM Official Coding Guidelines  
Non-Participating Providers: Home health agencies that do not participate with Medicare Advantage should comply with CMS protocols for telehealth. |

* United States Department of Health and Human Services (HHS) is exercising enforcement discretion and waiving penalties for HIPAA violations against health care professionals that serve patients in good faith through everyday communications technologies.
**Telehealth Scenario 2:** New/established patient visit with a physical, occupational or speech therapist who uses an audio-video telecommunications system.

<table>
<thead>
<tr>
<th>Patient Scenario</th>
<th>Visit</th>
<th>Billing</th>
</tr>
</thead>
</table>
| New/established patient presents for a telehealth visit using HIPAA-compliant or non-HIPAA-compliant audio-video technology for evaluation or re-evaluation. | • Scheduled or same-day telehealth visit with a patient  
• Use of HIPAA-compliant or non-HIPAA-compliant audio-video technology, such as FaceTime or Skype*  
• Care is delivered by a physical/speech/occupational therapist | Participating Providers Using Professional Claims (CMS 1500 or 837-P)  
Step 1. Use appropriate CPT code (S9128/S9129/S9131)  
Step 2. Use home place of service (12)  
Step 3. Use 95 modifier  
Step 4. Refer to Centers for Disease Control and Prevention (CDC) ICD-10-CM Official Coding Guidelines  
Participating Providers Using Institutional Claims (UB04 or 837-I)  
Step 1. Use appropriate REV code (421/431/441)  
Step 2. Use appropriate CPT code  
Step 3. Use 95 modifier  
Step 4. Refer to Centers for Disease Control and Prevention (CDC) ICD-10-CM Official Coding Guidelines  
Non-Participating Providers: Home health agencies that do not participate with Medicare Advantage should comply with CMS protocols for telehealth. |

*HHS is exercising enforcement discretion and waiving penalties for HIPAA violations against health care professionals that serve patients in good faith through everyday communications technologies.*
Resources

• Find the latest UnitedHealthcare COVID-19-related resources at UHCprovider.com/covid19.

• Learn more about our reimbursement policies at UHCprovider.com/policies.

• For the most recent updates on COVID-19, visit the CDC and World Health Organization.