

2023 Private Payer Mental Health Covered Providers

Legal Disclaimer: This is not a guaranty of payment. The attached policy links are provided for review.

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Last Check	Payer/Plan	Audio Only Allowed	POS	Modifier	BH/MH Provider Coverage	MH Policy Link	Telehealth Policy Link	Additional Notes/Links
5/2/2023	Aetna	No	02 or 10	95, FR for supervising practitioner present through two-way, audio/video.	LICSW, LCSW, LCPC, LMFT, LADC	Approved Behavioral Health Telemedicine Services (PDF, 173KB)	Our updated telemedicine policy (you must retrieve this on Availity)	https://www.aetna.com/health-care-professionals/covid-faq/telemedicine.html
5/2/2023	Aetna Medicare	Yes for SUD and MH, see list of telehealth services by Audio Only	02 or 10	95, 93 or FQ (BH) Audio Only	LCSW, LICSW, LCPC	Approved Behavioral Health Telemedicine Services (PDF, 173KB)	Our updated telemedicine policy	COVID-19: Telemedicine FAQs
5/2/2023	Anthem	Yes through 04/11/2023	02 and 10	93-Audio Only, FQ for BH Audio Only, 95 for audio and video, GQ for asynchronous telecommunication, and GT for State Specific Medicare Part C plans	LICSW, LCSW, LMFT, LCPC, LADC, CADC	Anthem's Credentialing Policy 2021	https://providernews.anthem.com/maine	https://www.anthem.com/docs/public/inline/C-08002.pdf
5/2/2023	Anthem Medicare	Yes for SUD and MH, see list of telehealth services by Audio Only	02 and 10	93-Audio Only, FQ for BH Audio Only, 95 for audio and video, GQ for asynchronous telecommunication, and GT for State Specific Medicare Part C plans	LICSW, LCSW, LMFT, LCPC, LADC, CADC	Anthem's Credentialing Policy 2021	Must retrieve off of Availity or NETRC's Payer Resource Link	https://www.anthem.com/provider/medicare-advantage/coronavirus/newsletters/?cnslocale=en_US_me
5/2/2023	BC/BS	Yes through 04/11/2023	02 and 10: Depending on the State	93-Audio Only, FQ for BH Audio Only, 95 for audio and video, GQ for asynchronous telecommunication, and GT for State Specific Medicare Part C plans	LICSW, LCSW, LMFT, LCPC,	Obtained through provider search	Information from Anthem for Care Providers about COVID-19 (updated November 8th, 2022)	https://www.bcbs.com/coronavirus-updates
5/2/2023	CDPHP	Yes, for physical and mental health services	You must log into the portal for this information.	You must log into the portal for this information	LCSW, LCPC, LADC, ABHA	New York State Office of Mental Health	https://www.cdphp.com/providers/get-your-job-done/covid-19/telehealth	New York Mental Hygiene Law section 36.01
5/2/2023	Cigna	No-must bill Telephone E/M Codes	02 until further notice	GQ, GT, or 95	LCSW, LSW, LMHC, LMFT, LMC, CCDC, LCPC, LADC	https://www.cigna.com/individuals-families/health-wellness/faq-behavioral-health-providers#:~:text=They%20include%20psychologists%20(LP)%2C,offer%20treatment%20through%20independent%20practices.	https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwccovid-19.html	
5/2/2023	Cigna Medicare	Yes for SUD and MH, see list of telehealth services by Audio Only, following CMS Guidelines	02 until further notice	GQ, GT, or 95 and FQ for BH	LCSW, LSW, LMHC, LMFT, LMC, CCDC, LCPC, LADC	https://www.cigna.com/individuals-families/health-wellness/faq-behavioral-health-providers#:~:text=They%20include%20psychologists%20(LP)%2C,offer%20treatment%20through%20independent%20practices.	https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwccovid-19.html	
5/2/2023	Excellus	Yes, only during the PHE	provider is home-based.	95 for Medicaid and GQ for CTBS	LCSW, LCPC, LADC, CRABA, CRLMFT, CRLMHC	https://provider.excellusbcbs.com/policies/credentialing	https://provider.excellusbcbs.com/resources/telehealth	

5/2/2023	Harvard Pilgrim	Yes	02 and 10	95, GT and FQ for Audio Only and 93 for Audio Only Medical for DOS 09/01/2022 and after.	LCSW, LSW, MSW, LMFT, LCPC	https://www.providerexpress.com/content/ope-provexpr/us/en/clinical-resources/guidelines-policies.html	https://www.harvardpilgrim.org/provider/news-center/covid-19-information-and-resources/#Telemedicine/Telehealth	Policy Eff 09/01/2022 Download here: https://www.harvardpilgrim.org/provider/provider-manual/payment-policies/
5/2/2023	Highmark	Yes, through 12/31/2023	02 and 10	95, GT for Medicare plans and 93 for Audio Only, FR for Supervising Provider and FQ for audio only mental health	LICSW, LCSW, LMFT, LCPC,		https://hbs.highmarkprc.com/COVID-19/Telemedicine-and-Virtual-Visits	Unit 5: Telemedicine Services
5/2/2023	Highmark Northeastern NY	Yes, through 12/31/2023	02 and 10	95, 93 for Audio only, GT for Medicare plans	LICSW, LCSW, LMFT, LCPC,	https://www.bsneny.com/content/neny/provider/tools-resources/behavioral-health.html	https://www.bsneny.com/content/neny/provider/news/coronavirus.html	
5/2/2023	Humana Commercial/Medicare	Yes	02 and 10	95 and 93 for Audio Only	LCSW, LSW, MSW, LMFT, LCPC	https://www.humana.com/provider/medical-resources/claims-payments/claims-payment-policies	Humana update for telehealth visits	https://www.upasolutions.com/documents/Tricare-East-COVID-19-Telemedicine-FAQ-Updated-June-2020.pdf
5/2/2023	Kaiser Permanente	Yes	02 and 10	95, 93 for Medical Audio Only, or FQ for BH Audio Only	LCSW, LSW, MSW, LMFT, LCPC, LADC	Chapter 14: Behavioral health services	Telehealth Guide – updated 3/10/2022	https://about.kaiserpermanente.org/our-story/news/public-policy-perspectives/our-key-issues/telehealth
5/2/2023	Mainecare	Yes	02 and 10	GT	LCPC, LCSW, LMFT, LADC, LMSW, CADC	Ch. II - Section 65: Behavioral Health Services	https://www.maine.gov/sos/cec/rules/10/ch101.htm	Must have SUD services in scope for RHC or FQHC for LADC services. If you register as a Mental Health Agency, additional providers are covered such as, MHR, BCBA.
5/2/2023	Martin's Point	Yes	02 and 10	95, FQ, and 93: Note that as of 01/01/2023 FQHC's must bill all telehealth services using the FQHC PPS codes and 95 Modifier.	CSW, LCSW, LMFT, LCPC, BCBA and ABA		https://martinspoint.org/meet-martins-point/covid-19-updates/providers	https://martinspoint.org/-/media/Files/Documents-and-Forms/Provider-and-Internal-Forms/Provider-Documents/COVID-19-FAQs-18th-Edition-01312023_v2.ashx
5/2/2023	Medicare	Yes for SUD and MH, see list of telehealth services by Audio Only	02 and 10	95, FQ & 93	CSW, LCSW	https://www.cms.gov/files/document/medicare-mental-health.pdf	New and Expanded Flexibilities for Rural Health Clinics (RHCs) and Federally Qualified Health Centers (FQHCs) During the COVID-19 Public Health Emergency	https://www.cms.gov/files/zip/list-telehealth-services-calendar-year-2022-updated-01052022.zip
5/2/2023	MVP	Yes	POS that would have been reported had the visit been in person	95, GT, and GQ for store and forward	LCSW, ABA, LCPC, LMFT: OMH and OASIS must complete Self-Attestation of Compliance form	https://www.lawpf.com/post/expanded-medicaid-coverage-in-new-york-mental-health-services#:~:text=Mental%20health%20practitioners%20include%20mental,practitioners%20under%20New%20York%20law.	https://www.mvphealthcare.com/providers/covid19/#telemental-health	https://www.mvphealthcare.com/providers/referece-library/provider-resource-manual/
5/2/2023	NY Medicaid	Yes	02 and 10 for DOS beginning 04/30/2022 for patient's home. GT for all facility claims beginning 04/01/2022: See policy for plan specific modifiers and POS codes	95, GT(FQHC APG) and GQ for store and forward and RN 99211 servoces	LCSW, ABA, LCPC, LMFT: OMH and OASIS must complete Self-Attestation of Compliance form	https://www.lawpf.com/post/expanded-medicaid-coverage-in-new-york-mental-health-services#:~:text=Mental%20health%20practitioners%20include%20mental,practitioners%20under%20New%20York%20law.	https://www.health.ny.gov/health_care/medicaid/program/update/2021/no07_2021-06_covid-19_telehealth.htm#ffs	
5/2/2023	Tricare West	Yes, exception Autism Care Demonstration	02 for Telephone E/M codes and the place of service of where the provider is located. See Link for billing tips	95, GT or GQ when billing POS 10	CCSW, LCSW, LMFT, LCPC, BCBA and ABA	https://www.tricare-west.com/content/dam/hnfs/tw/prov/resources/pdf/Op5_HNFS_Jan2022_West_Prov_Hndbk_11292021.pdf	https://www.tricare-west.com/content/hnfs/home/tw/prov/benefits/benefits_a_to_z/telemedicine_services/telemedicine_details.html	https://www.tricare-west.com/content/hnfs/home/tw/prov/claims/billing_tips/telemedicine.html
5/2/2023	Tufts		02 and 10 for DOS beginning 04/30/2022 for patient's home. GT for all facility claims beginning 04/01/2022: See policy for plan specific modifiers and POS codes	Commercial: 93, 95, GT: Tufts Medicare: 95, FQ, FR, G0, GQ, GT: Tufts Health Plan SCO, Health Together or Unify: 93, 95, FQ, FR, GQ, GT: Effective 04/01/2023. Do not use modifier V3 after 03/31/2023	LICSW, LCSW, LMHC, LMFT	Obtained through provider search	https://tuftshealthplan.com/documents/providers/payment-policies/outpt-bh-thpp	Temporary COVID-19 Telehealth Payment Policy

5/2/2023	United Healthcare	Yes for SUD and MH, see list of telehealth services by Audio Only 02 and 10	Modifier 93 is required for Audio Only.	LICSW, LCSW, BCBA, LCPC, LMFT, LPC, LADC, CADC	https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services/covid19-telehealth-services-telehealth.html	FAQ for Optum providers: COVID-19 and temporary virtual visit policies (PDF, 79KB)	https://www.uhcprovider.com/en/resource-library/telehealth.html?cid=none
5/2/2023	United Healthcare Medicare	Yes for SUD and MH, see list of telehealth services by Audio Only 02 and 10	95 and 93 for Audio Only	CSW, LCSW		telehealth guide	https://www.uhcprovider.com/en/resource-library/telehealth.html?cid=none

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