



September 19, 2022

SUBJECT

Providing telehealth to Hennepin Health members

PROVIDERS AFFECTED

Providers treating member using telehealth services

KEY POINTS

- Hennepin Health has produced an updated Provider Bulletin with information on telehealth services.

BACKGROUND

Hennepin Health supports our members utilizing telehealth services as a means of receiving care from the provider community. Please review the guidelines listed below.

- All Hennepin Health members are eligible to receive telemedicine services.
- Providers must have an approved [Telehealth Provider Assurance Statement \(DHS-6806\) \(PDF\)](#) on their provider file beginning June 1, 2022, to bill claims for services provided via telehealth. Providers who submit professional claims for services via telehealth should use claim format 837P (professional), including the CPT or HCPCS code that describes the services rendered and the POS 02 or new POS 10 for services via telehealth. The 93 modifier is required when billing for services provided via audio only (telephone communication).
- Place of service 02 (newly redefined): **Telehealth provided other than the patient's home.** It's the location where health services and health-related services are provided or received through telecommunications technology. The patient is not located in their home when receiving health services or health-related services through telecommunication technology.
- Place of service 10 (new place of service): **Telehealth provided in patient's home.** The location where health services and health-related services are provided or received through telecommunication technology. Patient is located in their home (which is a location other than hospital or other facility where the patient receives care in a private residence) when receiving health services or health-related services through telecommunication technology.
- For ESRD-related services, a physician, NP, PA or CNS must furnish at least one "in-person" visit (not telemedicine) each month to examine the vascular access site.
- Both Medicare and Medicaid have more information on their rules and coverage for telehealth and telemedicine services. [Link to CMS site.](#) [Link to DHS site.](#)

RESOURCES:

- Hennepin Health Member Services: 612-596-1036 (select 2)