

Medicare Advantage Risk Adjustment Telehealth

Benefit Year 2024

For Medicare Advantage, telehealth visits are only considered to be equivalent to face-to-face interactions when use of video is documented.

- Medicare Advantage risk adjustment requires a face-to-face service, i.e., video is required for telehealth
- As of January 1, 2024
 - The place of service code on the claim should be 02 (other than patient's home) when the patient is not in their home and reimbursement will be linked to facility rates
 - The place of service code on the claim should be 10 when the patient is in their home at the time of the telehealth encounter and reimbursement will be at non-facility rates
 - 0591T-0593T for health and well-being coaching services added on temporary basis
- Modifier 95 indicates the use of audio and video during the visit
- Modifier FQ, audio-only service, may be used when the patient is unable to use video, but it is available
 - The reason must be documented in the progress note
- May use office E&M codes
- May see new or established patients
- May be used to conduct hospice care eligibility recertification
- May be used for annual depression screening
- May be used for AWW, initial and subsequent
- May **not** be used for IPPE (welcome to Medicare visit)

References:

Telehealth.HHS.gov: Telehealth policy changes after the COVID-19 public health emergency: <https://telehealth.hhs.gov/providers/telehealth-policy/policy-changes-after-the-covid-19-public-health-emergency#temporary-medicare-changes-through-december-31,-2024>

NAMAS: <https://namas.co/telehealth-checklist>, 08-18-2023, Terry A. Fletcher

Calendar Year 2024 Medicare Physician Fee Schedule Final Rule: <https://www.cms.gov/newsroom/fact-sheets/calendar-year-cy-2024-medicare-physician-fee-schedule-final-rule>

Federal Register: <https://www.federalregister.gov/documents/2023/11/16/2023-24184/medicare-and-medicaid-programs-cy-2024-payment-policies-under-the-physician-fee-schedule-and-other>

MLN Fact Sheet: Telehealth Services, December 2023: <https://www.cms.gov/files/document/mln901705-telehealth-services.pdf>

Note: Current as of January, 2024