

DID YOU KNOW? - Telehealth Services and Face-to-Face Time

❖ **Telehealth Services:** When providing telehealth services, the only allowable [Place of Service \(POS\) Codes](#) are (02) Telehealth Not in Client's Home or (10) Telehealth In Client's Home, unless the service is a Mobile Crisis (15). The POS codes must be selected based on where the **client** is located at the time of service. This also applies to telehealth services being conducted on behalf of a client, such as a caregiver or consultations with other service providers/agencies.

- **02** – Telehealth **Not** in Client's Home: The location where service and health related services are provided or received, through telecommunication technology. Patients are **not** located in their home when receiving health services or health related services through telecommunication technology. *Note: this POS would be appropriate for In-Clinic Telehealth Services; or when clients are not in their home (i.e., group home, school, outreach site/street).*
- **10** – Telehealth **In** Client'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 a hospital or other facility where the patient receives care in a private residence) when receiving health services or health related services through telecommunication technology.
- **15** – Mobile Unit: A facility/unit that moves from place to place equipped to provide preventive screening, diagnostic, and/or treatment services.

In addition to the appropriate POS code, one of the following modifiers must be used for telehealth services:

Modifiers to use with CPT Codes

- **93** - Synchronous Telemedicine Service Rendered Via Telephone or Other Real-Time Interactive Audio-Only Telecommunication System
- **95** - Synchronous Telemedicine Service Rendered Via a Real-Time Interactive Audio and Video Telecommunication System

Modifiers to use with HCPCS Codes

- **SC** – Valid for codes when the service was provided via telephone or audio-only systems.
Note: If the service is video/audio with POS 02 or 10, do not use SC modifier.

❖ **Face-to-Face Time:** Effective CalAIM Payment Reform (7/1/23), claimable service time does not include travel time, administration activities, chart review, documentation, utilization review and quality assurance activities; **face-to-face** (direct service) time is the only allowable billable time. *Note: refer to CPT 90885 for review of mental health medical records to make a medical diagnosis.*

As a reminder, helpful information may be accessed on DBH website on the Intranet/Internet under [CalAIM Updates](#) and on DBH Intranet under [Staff Resources](#). Also, see DBH Telehealth Policy ([MDS2027](#)) and Procedure ([MDS2027-1](#)).

Coding Questions may be directed to: DBH-ComplianceCodingQuestions@dbh.sbcounty.gov.

