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COVID-19 Mental Health Provider Billing Information**

As of March 21, 2020

*Many thanks to Carol Sykes of Cornerstone Billing Services and Tonya Cassell of Coastal Billing Services
for their help in compiling this information*

Disclaimer

This information is correct as far as I know as of March 25, 2020. As you know, information changes hour by hour. Please consult each insurance company directly for any questions through their website or by phone. I am not responsible for the accuracy of this information, but provide it as a community service during the COVID-19 crisis. Please feel free to call me for any questions. If you become aware of any corrections, please contact me so I can update my records and notify others. Should you want documentation for any of the items listed below, please let me know.

Insurance Company	Place of Service Code	Modifiers & CPT Codes	Telehealth Credentialing Needed	Contact Information
Aetna	02	GT or 95	No	888-632-3862 800-353-1232
BCBS Connecticut	02	GT	Not during crisis, will need it after crisis. https://www.anthem.com/docs/public/inline/CT_Telehealth_01.pdf	CTNetworkManagement-SM@anthem.com.
BCBS Rhode Island	02	GT - video sessions CR - telephone sessions	No	Marisa Calicchia 401-459-5600
Beacon Health Strategies/Options	02	Special CPT codes required for telephone only services	No telehealth credentialing needed Video sessions effective now. Telephone sessions effective 4/1/2020 May need Attestation	877-552-8247, options 1, 2, 7 provider.relations@beaconhealthoptions.com National Provider Service Line at 800-397-1630.
CHAMPVA-HAC	02	Unknown	No	800-733-8387
CIGNA Behavioral Health	02	95 - Telehealth services	No telehealth credentialing needed, but an attestation should be completed when possible.	800-926-2273
Managed Health Network	02	Unknown	Unknown	757-361-6562
Medicaid Connecticut	02	new CPT codes for telephone calls	Unknown	800-842-8440

Medicaid Rhode Island	02	Unknown	Unknown	401-784-8100
Medicare Rhode Island/NGS	02	None	No. Video-only sessions, must be an established client.	877-869-6504 888-379-3807
Oxford Health	02	Unknown	Unknown	
Tricare/Humana Military Healthcare Services	02	GT - Video only	No	800-444-5445
Tufts Health Plan	02	as of 3/24, no modifiers required for BH services	No	800-208-9565 888-306-6307
UMR - Wausau/UHIS	02	Unknown	Unknown	800-826-9781 877-233-1800
Optum/United Beh Health/UBH/AARP	02	None	Yes .https://www.providerexpress.com/content/ope-provexpr/us/en/clinical-resources/vv-tmh.html	877-614-0484