

## COVID-19 Part B Virtual Services

Many providers are using alternate methods of caring for their patients during the COVID-19 Public Health Emergency (PHE). As a reminder, Medicare has four categories of virtual services, Telehealth, virtual check-ins, e-visits and telephone assessments. Each category has distinct coverage criteria. During the PHE, telehealth services' reimbursement is equal to the amount that would have been paid had the encounter taken place face-to-face. Telehealth services also have specific communication technology criteria.

CMS issued the following FAQ on April 9, 2020, that specifies the telehealth technology requirements. When both of the required telehealth communication technology aspects are not available, telehealth services may not be covered by Medicare and providers may consider reviewing the criteria for other types of virtual services available for Medicare coverage (e-visits, virtual check-ins or telephone services (assessments and management or evaluation and management). CMS provided a Medicare Coverage and Payment of Virtual Services [Video](#) (April 3, 2020) to assist providers in understanding the four types of virtual services covered by Medicare.

**Question:** Is any specialized equipment needed to furnish Medicare telehealth services?

**Answer:** Currently, CMS allows telehealth services to be furnished using telecommunications technology that has audio and video capabilities that are used for two-way, real-time interactive communication. [COVID-19 Frequently Asked Questions \(FAQs\) on Medicare Fee-for-Service \(FFS\) Billing](#) (PDF, 383 KB) (April 9, 2020)

Providers are reminded that during the PHE it is important to understand that CMS is working tirelessly to provide guidance and, in some cases, clarification needed to assist providers during this time. When more than one CMS publication addresses and issue, providers should use the information with the most recent publication date.

## Resources

- Medicare Telemedicine Health Care Provider [Fact Sheet](#) (March 17, 2020)
- [COVID-19 IFC](#) (PDF, 860 KB) (March 26, 2020)

You are subscribed as chaugen  
Switch to [receive plain text listserv e-mails](#) instead of this HTML version

Change your [listserv profile information](#) || [Unsubscribe](#) from our e-mail service || [View the Palmetto GBA Privacy Policy.](#)