

To: All Providers Participating in Nebraska Medicaid Program
From: Jeremy Brunssen, Interim Director
Date: April 17, 2020 (Updated May 13, 2020)
Re: Medicaid Temporary Telephone Triage Billing Codes

Nebraska Medicaid has implemented temporary codes for telephonic evaluation and management for the following beneficiaries seeking care when they are already an established patient or the parent or legal guardian of an established patient:

1. Beneficiaries who are actively experiencing mild symptoms of COVID-19 (fever, cough, shortness of breath) prior to going to the emergency department, urgent care, or other health care facility;
2. Beneficiaries who need routine, uncomplicated follow-up and who are not currently experiencing symptoms of COVID-19; and,
3. Beneficiaries requiring behavioral health assessment and management.

These temporary telephone codes can be billed for triage or virtual check-in of a patient. These codes are temporary and are not intended to replace existing procedure codes, rather to add flexibility in the type of services you can charge during this emergency. Please see Provider Bulletin 20-06 for full code definitions.

If you are providing a service that would normally occur face-to-face but is occurring through telehealth, or as appropriate through telephone, the provider will bill using the existing CPT or CDT code that meets the service definition and add the GT modifier for physical and behavioral health and the D9995 code for dental health. Any service provided through telehealth or telephone will receive the same reimbursement rate as the face to face visit.

The temporary telephone codes listed in this bulletin are for triage or virtual check-in. They are not intended to replace existing CPT or CDT codes and are only temporary during the COVID-19 emergency. Please reference the CPT or CDT service descriptions or [Provider Bulletin 20-06](#) and [Provider Bulletin 20-08](#) for further guidance.

Tables listing temporary telephone codes begin on the next page.

Temporary Physical Health Telephone Triage or Virtual Check-in		
Billing Provider: MD, DO, PA, APRN		
Code	Description	Reimbursement Rate
99441	Telephone evaluation and management service provided by a physician, nurse practitioner, or physician assistant provided to an established patient, parent, or guardian. 5-10 minutes	\$14.47
99442	Telephone evaluation and management service provided by a physician, nurse practitioner, or physician assistant provided to an established patient, parent, or guardian. 11-20 minutes	\$28.71
99443	Telephone evaluation and management service provided by a physician, nurse practitioner, or physician assistant provided to an established patient, parent, or guardian. 21-30 minutes	\$46.40

Temporary Behavioral Health Telephone Triage or Virtual Check-in		
Billing Provider: psychologist, provisional psychologist, LIMHP, LMHP, PLMHP, LADC, PLADC		
Code	Description	Reimbursement Rate
98966	Telephone assessment and management service provided by an enrolled behavioral health provider to an established client, parent or guardian. 5-10 Minutes	\$11.75
98967	Telephone assessment and management service provided by an enrolled behavioral health provider to an established client, parent or guardian. 11-20 Minutes	\$20.67
98968	Telephone assessment and management service provided by an enrolled behavioral health provider to an established client, parent or guardian. 21-30 Minutes.	\$32.42

Temporary Dental Health Telephone Triage or Virtual Check-in		
Billing Provider: DDS		
Code	Description	Reimbursement Rate
D9999	Telephone consultation between dentist and patient.	\$14.47

FQHCs and RHCs must use the following code for virtual patient communication for beneficiaries who are actively experiencing mild symptoms of COVID-19 (fever, cough, shortness of breath) prior to going to the emergency department, urgent care, or other health care facility, or patients needing routine and uncomplicated follow-up, or behavioral health assessment and management. This code is only for telephone triage or virtual check-in visits, any other visit provided through telehealth should be billed using the appropriate CPT code and will be reimbursed at that corresponding encounter rate:

Temporary FQHC or RHC Telephone Triage or Virtual Check-in		
Billing Provider: FQHC or RHC		
Code	Description	Reimbursement Rate
G0071	Telephone based service for 5 minutes or more of a virtual (not face-to-face) communication between an FQHC or RHC practitioner and a FQHC or RHC patient.	\$46.40

Telephonic evaluation and management by staff other than those listed cannot be submitted for reimbursement and will not be reimbursed. Services utilizing the above codes are to be rendered only to established patients, or parents or legal guardians of established patients.

Provider Bulletins, such as this one, are posted on the DHHS website at <http://dhhs.ne.gov/pages/Medicaid-Provider-Bulletins.aspx>. Please subscribe to the page to help you stay up to date about new Provider Bulletins.

DHHS has a dedicated COVID-19 web page at: <http://dhhs.ne.gov/pages/Coronavirus.aspx>

The CDC's dedicated page is available at: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>