



## Telemedicine/Telehealth Reference Guide

UnitedHealthcare Community Plan is sharing [IB 25-28:Telemedicine/Telehealth Reference Guide](#) on behalf of the Louisiana Department of Health. Telemedicine or telehealth allows healthcare services to be delivered using telecommunications when the provider and the patient are not in the same location.

- [Originating site](#) refers to the location of the Medicaid patient at the time of service, and there are no restrictions on where this can be.
- [Distant site](#) is where the provider is located during the service.

### Reimbursement

Louisiana Medicaid reimburses services listed in the Telemedicine appendix of the CPT manual, as well as other services specifically noted in the Medicaid provider manual. Only the provider at the distant site is reimbursed, and the payment is the same as for in-person services. The patient's clinical record must clearly document that the service was provided via telemedicine or telehealth.

### Billing

For billing, providers must use modifier "95" on the procedure code and indicate the correct place of service: POS 02 for services provided outside the home, or POS 10 for services provided in the home. Both the modifier and the correct POS must be included on the claim to receive reimbursement.

Additional details can be found in the Professional Services Provider Manual at [Medicaid | Department of Health | State of Louisiana |](#).

### Behavioral Health

For information about behavioral health telehealth, please see the Behavioral Health Services Provider Manual at [Medicaid | Department of Health | State of Louisiana |](#) and the Specialized Behavioral Health Fee Schedule at [Medicaid | Department of Health | State of Louisiana |](#).

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For questions or concerns regarding any bulletin, contact UnitedHealthcare Community Plan at 1-866-675-1607.

