

**MEMORANDUM**

TO: FirstCarolinaCare Participating Providers  
FirstMedicare Direct Participating Providers

FROM: Jenifir J. Bruno, M.D., SFHM,  
Medical Director, FirstCarolinaCare Insurance

DATE: March 26, 2020

SUBJECT: Updates on Telemedicine/Telehealth Coverage During COVID-19

FirstCarolinaCare (FCC) and FirstMedicare Direct (FMD) are committed to the health and safety of our members and providers during the COVID-19 pandemic; therefore, **we are implementing the following temporary broadened telehealth and telemedicine benefits effective 03/16/2020 for our FCC fully insured members, FirstHealth of the Carolinas employees and FMD members until further notice. At this time, these updates do not apply to employees of Moore County self- insured plan.**

- Telephone consults will now be covered:
  - CPT codes 99441, 99442, 99443, 98966, 98967, 98968, G2012, and G2010
  - Must be billed with POS 02
  - No member cost share applies
- On-line E&M services are covered:
  - CPT codes 99421, 99422, 99423, G0261, G0262 and G0263
  - Must be billed with POS 02
  - No member cost share applies
- Telemedicine services are covered:
  - For example, office visits, physical therapy, behavioral therapy. Does NOT include preventive/well visits
  - Must be billed with a GT modifier
  - Must be billed with POS 02
  - Services must still be medically necessary and a benefit under the plan
  - Prior authorization requirements still apply
  - Member cost share does apply
- Health Risk Assessments (HRA) for FirstMedicare Direct Members
  - At this time, HRA'S **MUST** BE PERFORMED VIA FACE TO FACE VISIT WITH THE PROVIDER
  - Billed with CPT 96160
  - A full physical exam is still required
  - If CMS changes this requirement, FirstMedicare Direct will reevaluate its requirement and will notify you of the changes

For more information regarding COVID-19, please visit [www.firstcarolinacare.com](http://www.firstcarolinacare.com), [www.firstmedicare.com](http://www.firstmedicare.com), [www.firsthealth.org/coronavirus](http://www.firsthealth.org/coronavirus), [www.cdc.gov](http://www.cdc.gov) or [www.ncdhhs.gov](http://www.ncdhhs.gov).

Thank you for working with us to take care of our members and our community. If you have any questions or need assistance, please call me at (910) 715-5048 or Barbara Adcock, Director of Provider Relations, at (910) 715-8115.