



November 15, 2021

Dear Valued Provider,

Aetna Better Health® of Illinois has identified numerous inappropriately billed Telehealth claims that are not aligned with HFS billing rules. Per HFS guidance, during the Public Health Emergency (COVID), Behavioral Health Providers should not bill services as telehealth appending modifier GT and Place of Service 02. As a result, Aetna Better Health of Illinois has issued denials for claims billed erroneously. If you have denials related to this billing error, you will receive a list of claims from your Aetna Better Health of Illinois Representative.

HFS BILLING GUIDANCE:

Telehealth - Distant Site Modifier GT and Place of Service 02

Telehealth services are medically necessary and clinically appropriate services covered under the Medical Assistance Program that are delivered using a communication or technology system to a patient at an originating site by a provider located at a distant site.

Telehealth - Distant Site Modifier GT and Place of Service 02

Valid distant site providers were expanded and identified in the [March 20, 2020 notice](#). **All distant site providers billing for telehealth services must use modifier GT and Place of Service 02 on their claims, with the following exceptions:**

- Community Mental Health Centers and Behavioral Health Clinics that have staff working remotely from home or another location during this health emergency should use their usual place of service (onsite/office). Services that are already allowed by telephone per the delivery modes identified by code in the [Handbook for Community Based Behavioral Services](#), topic 208, should **not** be billed as telehealth.
- Independent Practitioners (Psychiatrists, Licensed Clinical Social Workers and Licensed Clinical Psychologists) billing the Group A services from the [Fee Schedule for Providers of Community-Based Behavioral Services](#).

Effective 10/1/2021, Behavioral Health Providers must bill telehealth services utilizing the GT modifier and Place of Service 02. Please see HFS banner message:

Effective with dates of service beginning October 1, 2021, providers billing a service from the [Community Based Behavioral Services Fee Schedule](#) that was performed via audio or video communication must append the procedure code with modifier GT and use Place of Service Code 02. This coding is needed for HFS to track the mode of service delivery. The GT modifier and Place of Service Code 02 are for **reporting purposes only** and do not affect current payment methodology.

The new billing instructions apply to any service being billed as a telehealth service, whether it is:

- a code identified in the [Community Based Behavioral Services Handbook](#) that historically could be provided via phone and/or video delivery modes independent of the current public health emergency, or
- a behavioral health service allowed via telehealth per the current public health emergency telehealth policy stated in the March 20, 2020 [provider notice](#). This list of codes includes the following services from the [CBS Fee Schedule](#): 96110, 96112, 96127 and H1000.

The following providers billing from the [Community Based Behavioral Services Fee Schedule](#) are impacted:

- Community Mental Health Centers
- Behavioral Health Clinics
- Physicians
- Licensed Clinical Psychologists
- Licensed Clinical Social Workers

Sincerely,

Aetna Better Health of Illinois

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