Molina COVID Telehealth Billing Policy- Medicaid Behavioral Health Providers

Acuity Level	Modality	Covered without Prior Auth- Molina PAR Provider	Billing Guidelines*	Other Guidance (Molina Preferred Coding, etc.)
Higher Acuity (SERI) services – _NOT_ reimbursed via specific 'In Clinic' & 'Out of Clinic' reimbursement rates	Telemedicine HIPAA Compliant Audio-Visual	Yes	HCA	Report the service modality code (CPT or HCPC code) from SERI as you would if the encounter was in person. If your EHR allows you to report the encounter as described in SERI, using the "02" place of service (POS) indicator, do so.
Higher Acuity (SERI) services – _NOT_ reimbursed via specific 'In Clinic' & 'Out of Clinic' reimbursement rates	Telehealth Audio-Only/Phone	Yes	HCA	Report the service modality code (CPT or HCPC code) from SERI as you would if the encounter was in person. If your EHR allows you to report the "CR" modifier and the **POS indicator that best describes where the client is,** please do so. If your EHR doesn't allow you to use the CR modifier and POS indicator or you cannot get your EHR modified timely to support billing in this way, report the service modality code (CPT or HCPC from SERI).
Higher Acuity (SERI) services – that _ARE_ reimbursed via specific 'In Clinic' & 'Out of Clinic' reimbursement rates	Telemedicine HIPAA Compliant Audio-Visual	Yes	HCA	Report the service modality code (CPT or HCPC code) from SERI as you would if the encounter was in person. If your EHR allows you to report the encounter as described in SERI, using the "02" POS indicator, do so.

* Please refer to the HCA Guidelines for services that should not be reported through telemedicine or telehealth (e.g. – Day Support, Mental Health Clubhouse, Residential services)

Last Updated 7/9/2021

MHW PART #1440-2004
MHW-4/2/2020

Acuity Level	Modality	Covered without Prior Auth- Molina PAR Provider	Billing Guidelines*	Other Guidance (Molina Preferred Coding, etc.)
Higher Acuity (SERI) services – that _ARE_ reimbursed via specific 'In Clinic' & 'Out of Clinic' reimbursement rates	Telehealth Audio-Only/Phone	Yes	HCA	Report the service modality code (CPT or HCPC code) from SERI as you would if the encounter was in person. If your EHR allows you to report the encounter as described in SERI, using the "CR" modifier and the POS **indicator as if the client was seen in person,** please do so. If your EHR doesn't allow you to use the CR modifier and POS indicator, or you cannot get your EHR modified timely to support billing in this way, report the service modality code (CPT or HCPC) from SERI. Reimbursement will vary based on POS submitted. Example: POS 11 "Office" is configured as "in-clinic" and POS 12 "Home" is configured as "out-of-clinic." **Molina will reimburse providers for services, regardless of the presence of CR modifier or POS indicator.**
'Lower Acuity' services reimbursed under the HCA Fee Schedule _(Physician/Professional/Mental Health)_	Telemedicine HIPAA Compliant Audio-Visual	Yes	HCA	Telemedicine services submitted with POS 02 will be paid at the appropriate facility or non-facility allowable per HCA guidelines.
'Lower Acuity' services reimbursed under the HCA Fee Schedule _(Physician/Professional/Mental Health)_	Telehealth Audio-Only/Phone	Yes	HCA	Telehealth services should be submitted with the appropriate service codes representing the level of work most appropriate as if the patient was seen in person and with modifier "CR" if possible, **OR** submit any HCA covered Telehealth code pursuant to the HCA COVID Fee schedule with appropriate modifiers.

* Please refer to the HCA Guidelines for services that should not be reported through telemedicine or telehealth (e.g. – Day Support, Mental Health Clubhouse, Residential services)

Acuity Level	Modality	Covered without Prior Auth- Molina PAR Provider	Billing Guidelines*	Other Guidance (Molina Preferred Coding, etc.)
				The Place of Service indicator submitted will continue to follow HCA's facility and non-facility setting payment differential and reimbursement will vary based on POS submitted. Example: POS 53 "Community Mental Health Agency" (a facility POS) will not be reimbursed at the identical rate if submitted with POS 12 "Home" (a non-facility POS). **Molina will reimburse providers for services, regardless of the presence of CR modifier or POS indicator.**

* Please refer to the HCA Guidelines for services that should not be reported through telemedicine or telehealth (e.g. – Day Support, Mental Health Clubhouse, Residential services)