

Virtual Visits FAQs

What is a Virtual Visit?

Virtual Visits are a method of delivering healthcare services using live interactive telecommunications, both audio and video, when the provider and member cannot be in the same physical location.

Which services can be delivered via Virtual Visits?

Most services that are one-on-one and considered face-to-face, including initial evaluations and therapy, can be delivered via Virtual Visits.

Are there different rates for delivering services via Virtual Visits?

During the pandemic, the rates for Virtual Visits remain the same as services delivered face-to-face. The member's behavioral health office visit copay/cost share will apply.

How are claims and billing different for Virtual Visits?

Claims submitted for Virtual Visits must use the Place of Service code '02' *Virtual Visits* when submitted. Further, the services should include one of the Virtual Visits modifiers 'GT' *via interactive audio and video telecommunication systems* or '95' *Synchronous Virtual Visits Service Rendered via Real-Time Interactive Audio and Video Telecommunications System* to indicate Virtual Visits.

Where can I learn more about Virtual Visits?

<https://www.cchpca.org> - Center for Connected Health Policy

<https://www.americantelemed.org/> - American Telemedicine Association (ATA)

<http://legacy.americantelemed.org/main/policy-page/state-policy-resource-center> - ATA State Policy Resource Center

<https://www.VirtualVisitsresourcecenter.org/> - National Consortium of Telehealth Resource Centers

<https://www.setrc.us/> - Southeastern Telehealth Resource Center – Alabama, Florida, (Georgia, & SC)

<https://www.psychiatry.org/psychiatrists/practice/telepsychiatry/toolkit> - American Psychiatric Association Telepsychiatry Toolkit

<https://edhub.ama-assn.org/steps-forward/module/2702689> - AMA Adopting Virtual Visits in Practice