

SC Payer Telehealth Coverage Scorecard

Coverage Priority	Medicare (incl. FFS, MAPD)	SC Medicaid	BCBS SC (incl. BlueChoice HealthPlan of SC)	UnitedHealth
Priority 1: Removal of originating Site Restrictions	●	●	●	●
Priority 2: Provider Types (Overall Score)	●	●	●	●
2a: Mental Health	●	●	●	●
2b: Registered Dieticians	●	●	●	●
2c: Speech Therapists	●	●	●	●
2d: Occupational Therapists	●	●	●	●
2e: Physical Therapists	●	●	●	●
2f: Audiologists	●	●	●	●
Priority 3: FQHCs and RHCs as distant sites	●	●	●	●
Priority 4: Virtual check-ins	●	●	●	●
Priority 5: Audio-only telehealth	●	●	●	●
Priority 6: Chronic care RPM	●	●	●	●
Priority 7: Interprofessional internet consultation (eConsult)	●	●	●	●
Priority 8: Behavioral Health Integration (including CoCM)	●	●	●	●

Key:

Green - Service or provider type are always allowable

Yellow - Service or provider type is allowable until 12/31/24

Red - Provider type or service is not covered

SC Payer Telehealth Coverage Scorecard - Details and Action Plan

Payer	Priorities	Score	Notes
Medicare <i>(Medicare Advantage plans must cover original Medicare benefits and can go beyond)</i>			Allowable through 12/31/24 (2023 Consolidated Appropriations Act)
	Priority 1: Originating Site removal		Always allowable for mental health services so long as in-person visit takes place within 6 months prior to the use of telehealth. (2022 Consolidated Appropriations Act)
	Priority 2: Provider Types		Overall score (Average of below)
	2a: Mental Health		Mental health providers have been made permanent, but in-person visit required once every 12 months begins 1/1/25
	2b: Registered Dieticians		97802, 97803, 97804, always allowable
	2c: Speech Therapists		Available through 12/31/2024
	2d: Occupational Therapists		Available through 12/31/2024
	2e: Physical Therapists		Available through 12/31/2024
	2f: Audiologists		Available through 12/31/2024
			Allowable through 12.31.24 (2023 Consolidated Appropriations Act)
	Priority 3: FQHCs and RHCs as distant sites		Live video and audio-only to deliver mental health services are allowable so long as certain parameters are met - they will receive PPS/AIR rates.
	Priority 4: Virtual check-ins		Always allowable
			Allowable for Mental Health treatment, evaluation, and diagnosis under the following conditions: <ul style="list-style-type: none"> - Established patient - Home is eligible originating site - 6 months in person prior and 12 month subsequent in-person - Provider has capability to provide live video but is utilizing audio-only bc patient chose or cannot use live video
	Priority 5: Audio-only telehealth		For non-MH services, audio-only is available through 12/31/2024
	Priority 6: RPM and RTM		Always allowable
Priority 7: Interprofessional internet consultation (eConsult)		Always allowable	
Priority 8: Behavioral Health Integration (including CoCM)		Telehealth can be used to deliver behavioral care management services and/or to provide psychiatric consultative support to the BH care manager in a BHI/CoCM care model.	
		Per MB 23-008, referring site flexibilities remain in tact for all covered telehealth services (regardless of provider type). This includes temporarily expanded provider types as part of PHE.	
Priority 1: Originating Site removal			
Priority 2: Provider Types		Overall score (Average of below)	
2a: Mental Health		MB 24-010: Expanded MH: until 12/31/24 for LIPs and associate-level licensed practitioners	

SC Medicaid
(Medicaid Managed Care Organizations must cover Medicaid benefits and can go beyond)

2b: Registered Dieticians	●	Always allowable as of 1/1/24
2c: Speech Therapists	●	MB 24-010 - Extension through 12/31/24 (92507) - Initial evaluation must be performed in face-to-face encounter to be eligible for reimbursement
2d: Occupational Therapists	●	Allowable through 12/31/24 (97530) Initial evaluation must be performed in a face-to-dace encounter to be eligible for reimbursement
2e: Physical Therapists	●	Allowable through 12/31/24 (97110) - Initial evaluation must be performed in face-to-face encounter to be eligible for reimbursement
2f: Audiologists	●	AWAITING CONFIRMATION FROM SAM FOR 2025
	●	MB#: 20-007 - Original expansion MB#: 24-010 - Extension through 12/31/24
Priority 3: FQHCs and RHCs as distant sites	●	AWATING CONFIRMATION FROM SAM FOR 2025
Priority 4: Virtual check-ins	●	MB#: 22-005 - Extended through 5/11/24 MB: 24-010 - Extension through 12/31/24
Priority 5: Audio-only telehealth	●	Allowable for 1 year post Federal PHE end for Physician, NP, PA, LIP. Also for FQHC and RHC. Established patient only. MB#: 20-004 - Original expansion MB#: 24-010 - Extension through 12/31/24
Priority 6: Chronic care RPM	●	AWAITING CONFIRMATION FROM SAM FOR 2025
Priority 7: Interprofessional internet consultation (eConsult)	●	Added to Medicaid Provider Services manual as of 1/1/24
Priority 8: Behavioral Health Integration (including CoCM)	●	Covered as of 10/1/24, also on pg. 93 of Physician Services Provider Manual
Priority 1: Originating Site removal	●	No originating site definition in Telehealth medical policy (CAM-176)
Priority 2: Provider Types	●	Overall score (Average of below)
2a: Mental Health	●	Clinical psychologist, clinical social worker, LPC, LMFT
2b: Registered Dieticians	●	Not currently credentialed for in-person care
2c: Speech Therapists	●	Currently covered per CAM176: 92507: Tx of speech, language, voice, communication and/or auditory processing disorder 92522: Evaluation of speech sound production 92523: Evaluation of speech sound production with evaluation of language comprehension and expression 92524: Behavioral and qualitative analysis of voice and resonance
2d: Occupational Therapists	●	Currently covered per CAM176 97165: Occupational therapy evaluation, low complexity, requiring certain components (see medical policy for detail) 97168: Re-evaluation of occupational therapy established plan of care, requiring certain components (see medical policy for detail)

Blue Cross Blue Shield of SC <i>(includes BlueChoice HealthPlan of SC)</i>	2e: Physical Therapists	●	Currently covered per CAM176 97161: PT evaluation, low complexity, requiring certain components 97164: re-evaluation of PT plan of care, requiring certain components (see medical policy for details)
	2f: Audiologists	●	Not currently covered provider type under CAM176 Codes of interest: 92601 - Diagnostic analysis of cochlear implant (<7 years) 92602 - subsequent reprogramming (<7) 92603 - Diagnostic analysis of cochlear implant (> 7 years) 92604 - Subsequent reprogramming (>7)
	Priority 3: FQHCs and RHCs as distant sites	●	No mention in CAM-176
	Priority 4: Virtual check-ins	●	No mention of G2010 or G2012 as covered in CAM-176
	Priority 5: Audio-only telehealth	●	Telehealth policy (CAM-176) explicitly calls out that telephonic (audio only) services are not reimbursed (99441-99443)
	Priority 6: Chronic care RPM	●	99453, 99454, 99457, 99458, 99091
	Priority 7: Interprofessional internet consultation (eConsult)	●	Provider-to-provider consultation is allowable by real-time video (Telemedicine policy CAM-032), but not asynchronous P2P communication (99446-99449, 99451, 99452)
	Priority 8: Behavioral Health Integration (including CoCM)	●	99492-99493, g2214 Services may be allowable at the contract level.
UnitedHealth <i>(Commercial Plans policy: 2023R0046C - updated 7/2023)</i>	Priority 1: Originating Site removal	●	2024 Professional Medical Policy - Telehealth and Telemedicine
	Priority 2: Provider Types	●	MH: Clinical psychologist, clinical social worker included Rehab Therapist: PT, OT ST included Registered dietitian or nutrition professional INCLUDED!
	2a: Mental Health	●	See Policy Number 2024R0046C
	2b: Registered Dieticians	●	
	2c: Speech Therapists	●	
	2d: Occupational Therapists	●	
	2e: Physical therapists	●	
	2f: Audiologists	●	
	Priority 3: FQHCs and RHCs as distant sites	●	
	Priority 4: Virtual check-ins	●	Always allowable
	Priority 5: Audio-only telehealth	●	Audio-only code list
	Priority 6: Chronic care RPM	●	Always allowable
	Priority 7: Interprofessional internet consultation (eConsult)	●	Always allowable
Priority 8: Behavioral Health Integration (including CoCM)	●	Not in list of covered codes in UHC Telehealth policy	