



TOMÁS J. ARAGÓN, M.D., Dr.P.H
State Public Health Officer & Director

State of California—Health and Human Services Agency
California Department of Public Health



GAVIN NEWSOM
Governor

Office of AIDS (OA)
PrEP Assistance Program (PrEP-AP)

Provider Policy
Memorandum Number: 2022-04

DATE: August 12, 2022

TO: PREP-AP CLINICAL PROVIDERS

SUBJECT: **TELEHEALTH CLAIM GUIDANCE AND ADDITION OF TELEHEALTH SERVICES TO ALLOWABLE PrEP RELATED MEDICAL SERVICES**

Overview

The purpose of this Pre-exposure Prophylaxis Assistance Program (PrEP-AP) Provider policy memorandum is to provide guidance on submitting telehealth claims and to notify PrEP-AP Clinical providers of updates to the [Allowable PrEP Related Medical Services](#) list. The Allowable PrEP Related Medical Services list outlines services for which patient out-of-pocket costs can be billed to PrEP-AP’s medical benefits manager, Pool Administrators, Inc. (PAI). It also includes relevant Current Procedural Terminology (CPT) codes, reimbursement rates for services, and PrEP related International Classification of Diseases, Tenth Revision (ICD-10) codes.

Guidance for Submitting Telehealth Claims to PrEP-AP

Guidance issued by PrEP-AP on March 20, 2020, through *ADAP MM 2020-08: PrEP-AP Contingency Plan for Novel Coronavirus (COVID-19)* advised PrEP-AP Clinical Providers that “PrEP-AP can reimburse for clinical services provided with telemedicine using the same billing codes that would have been used for an in-person visit.”

This memorandum serves as notice that this guidance has been updated. PrEP-AP Clinical Providers submitting claims for services provided to PrEP-AP clients through telehealth (including any labs ordered during a telehealth appointment) should include at least one of the following indicators on their claim:

- Telehealth Specific CPT Code from the PrEP-AP [Allowable PrEP Related Medical Services](#)



- CPT Code Modifiers (Box 24D on Health Insurance Claim Form 1500 (HCFA 1500)): 95, GT, G0 or GQ
- Place of Service Code (Box 24B on HCFA 1500): 02, 10
- Revenue Code (Box 42 on Uniform Medical Billing Form (UB04)): 0780

Addition of Allowable PrEP Related Medical Services

The Allowable PrEP Related Medical Services list has been updated to include additional services that will be reimbursed for PrEP clients. The following list includes all CPT codes and procedure names have been added to the Allowable PrEP Related Medical Services list on August 11, 2022:

Office Visit – Outpatient Service – Medication Administration

- 99421 Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 5–10 minutes
- 99422 Online digital evaluation and management service, for an established patient, for up to 7 days cumulative time during the 7 days; 11– 20 minutes
- 99423 Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 21 or more minutes
- 99441 Audio-only (telephone) evaluation and management service, for an established patient, for up to 7 days cumulative time during the 7 days; 5-10 minutes
- 99442 Audio-only (telephone) evaluation and management service, for an established patient, for up to 7 days cumulative time during the 7 days; 11-20 minutes
- 99443 Audio-only (telephone) evaluation and management service, for an established patient, for up to 7 days cumulative time during the 7 days; 21-30 minutes
- 98970 Qualified nonphysician health care professional online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10 minutes
- 98971 Qualified nonphysician health care professional online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 11-20 minutes
- 98972 Qualified nonphysician health care professional online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 21-30 minutes
- G2012 Brief communication technology-based service, e.g., virtual check-in, by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related e/m service provided within the previous 7 days nor leading to an

e/m service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion

- G2010 Remote evaluation of recorded video and/or images submitted by an established patient (e.g., store and forward), including interpretation with follow-up with the patient within 24 business hours, not originating from a related e/m service provided within the previous 7 days nor leading to an e/m service or procedure within the next 24 hours or soonest available appointment
- G2250 Remote assessment of recorded video and/or images submitted by an established patient (e.g., store and forward), including interpretation with follow-up with the patient within 24 business hours, not originating from a related service provided within the previous 7 days nor leading to a service or procedure within the next 24 hours or soonest available appointment
- G2251 Brief communication technology-based service, e.g., virtual check-in, by a qualified health care professional who cannot report evaluation and management services, provided to an established patient, not originating from a related service provided within the previous 7 days nor leading to a service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of clinical discussion
- G2252 Brief communication technology-based service, e.g., virtual check-in, by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related e/m service provided within the previous 7 days nor leading to an e/m service or procedure within the next 24 hours or soonest available appointment; 11-20 minutes of medical discussion

Please reference the [Allowable PrEP Related Medical Services](#) to see the updated services and CDPH reimbursement rates. This memo serves as your notice that these reimbursement rates have gone into effect on August 11, 2022. PrEP-AP requests that you share this information with your clinical and leadership teams as soon as possible.

If you have any questions regarding the changes to the Allowable PrEP Related Medical Services list, please contact PrEP-AP at PrEP.Support@cdph.ca.gov.

Thank you,



Sharisse Kemp, MSW
ADAP Branch Chief
California Department of Public Health