



March 28, 2022

2022 Place of Service Code Changes For Telehealth Billing

The Centers for Medicare & Medicaid Services (CMS) modified the telehealth place of service (POS) codes due to a need for greater specificity. A new code, **POS Code 10**, has been added to reflect patients receiving **in-home telehealth services**. CMS also revised the existing definition of **POS Code 02** to reflect **out-of-home telehealth services**.

For dates of service on or after January 1, 2022, it is important to use appropriate location codes when submitting claims for telehealth services.

The POS code set provides location information required to pay claims. Now that POS code 02 does not include telehealth services provided in a member's home, please be sure to specify the correct location when submitting claims.

The following section explains differences between the two POS codes, as described by CMS:

POS Code 02: Telehealth Provided Other Than in a Patient's Home – The location where health services and health-related services are provided or received, through telecommunication technology. Patient is not located in their home when receiving health services or health-related services through telecommunication technology.

POS Code 10: Telehealth Provided in a Patient's Home – The location where health services and health-related services are provided or received through telecommunication technology. Patient is located in their home (which is a location other than a hospital or other facility where the patient receives care in a private residence) when receiving health services or health-related services through telecommunication technology.

Please be sure your billing staff knows about these code changes.

More Information

- You can find information on how this change affects Truli virtual health services and access Truli virtual health payment policies by logging in to Availity^{®1} at [availity.com](https://www.availity.com).
- You may also refer to our Truli for Health Provider Manual at truliforhealth.com/providers for information about virtual health services.
- Find more information about CMS POS codes at [cms.gov](https://www.cms.gov), [here](#).

Questions?

If you have questions, please call the Provider Contact Center at 833-238-8144 or email us at networkcontracting@guidewell.com.

¹Availity LLC is a multi-payer joint venture company. For more information or to register, visit [availity.com](https://www.availity.com). Health coverage is offered by Truli for Health, an affiliate of Florida Blue. These companies are independent licensees of the Blue Cross and Blue Shield Association.
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