

A L E R T

April 26, 2023

TO: All Providers

RE: Telemedicine Delivery of Services

The Alabama Medicaid Agency (Medicaid) is implementing a Telemedicine Policy effective June 1, 2023. The Telemedicine Policy, including all telemedicine applicable chapters, will be included in the July 2023 publication of the Provider Billing Manual.

2023 Telemedicine Policy:

https://medicaid.alabama.gov/content/4.0_Programs/4.1_Covered_Services.aspx

Additionally, the following Telemedicine allowances will be discontinued **effective May 31, 2023:**

- Use of the modifier “CR” (catastrophe/disaster related) and place of service “02” on claims
- Interprofessional Telephone/Internet/Electronic Health Record Consultations: CPT codes 99446 - 99449 and 99451 – 99452
- Allowances for Telemedicine during COVID that are not included in the Telemedicine Policy

Medicaid will continue to allow audio-only telecommunications to be reimbursed at parity for dates of services rendered through **September 30, 2023**. On October 1, 2023, new rates for audio-only telecommunications will be established.

This audio-only telecommunications method can only be used in lieu of the audio and video telecommunications method where telemedicine services are approved by Medicaid.

Providers must place the ‘FQ’ modifier on the claim to designate that the service was rendered via an audio-only telecommunications method.

**FQ- THE SERVICE WAS FURNISHED USING AUDIO-ONLY COMMUNICATION TECHNOLOGY.*

Providers with billing questions should contact the Gainwell Technologies Provider Assistance Center at: 1-800-688-7989.