

## Provider Notice

To: **All Providers**  
From: **Dan Eisenhauer, Director of Operations**  
Date: **December 21, 2021**  
Subject: **AD 21 110 Telehealth Audio Only Modifier 95**

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OMHSAS issued Bulletin OMHSAS-21-09 Guidelines for the Delivery of Behavioral Health Services through Telehealth Rev 2021-0930 on 9/30/2021 which outlines requirements for providers delivering behavioral health services via telehealth. OMHSAS 21-09 *“Permits the delivery of services through audio-only without video, in limited circumstances, if consistent with Pennsylvania regulations and federal requirements, including guidance by the Centers for Medicare & Medicaid Services with respect to Medicaid payment and the US Department of Health and Human Services Office of Civil Rights with respect to the Health Insurance Portability and Accountability Act (HIPAA) compliance.”*

OMHSAS 21-09 added the option for BH - MCOs to implement the informational modifier 95 on claims to identify the use of audio only telehealth. **Therefore, effective February 1, 2022, PerformCare providers who deliver audio only telehealth should use the 02 Place of Service Code and add the 95 modifier when submitting claims for services delivered via audio only telehealth.** Claims should not be submitted with modifier 95 and without POS code 02.

Claims submitted for Telehealth services delivered via audio/visual technology should continue to use the 02 place of service code but without the 95 modifier. The 95 modifier is an informational modifier and claims will not be denied based on the inclusion or absence of the 95 modifier on a claim.

When PerformCare is the secondary payor on a telehealth claim, providers should use the place of service and modifiers for Telehealth specified by the primary insurer. If you have questions about this notice, please contact your PerformCare Account Executive.

cc: Lisa Hanzel, PerformCare  
Scott Suhring, Capital Area Behavioral Health Collaborative  
Missy Reisinger, Tuscarora Managed Care Alliance  
PerformCare Account Executives