



PROVIDER NOTICE

Provider Relations Department: 888-895-4998 (Option 4)

Telehealth Code Changes for US Family Health Plan

Effective Date: March 7, 2025

Health Plans Affected: US Family Health Plan (USFHP)

Type of Change: Authorization Status

Explanation of Change:

Please note the following codes will change from No Prior Authorization (NPA) to Not Covered (NC) for USFHP.

Not Covered (NC) code changes for USFHP effective March 7, 2025:

- **98008:** Synchronous audio-only visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination, straightforward medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 15 minutes must be met or exceeded.
- **98009:** Synchronous audio-only visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination, low medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 30 minutes must be met or exceeded.
- **98010:** Synchronous audio-only visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination, moderate medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 45 minutes must be met or exceeded.
- **98011:** Synchronous audio-only visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination, high medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 60 minutes must be met or exceeded.