Virtual Physical and Occupational Services Billing Guidance for Cigna patients

You are receiving this notice because you are a Contracted Rehabilitative Services Provider with American Specialty Health Group, Inc. (ASH Group) and may currently be treating Cigna customers.

As the COVID-19 pandemic continues to spread, we want to thank you for continuing to provide care and service to your community. We want you to know that we are committed to supporting you and your patients’ health service’s needs.

We have been working diligently with Cigna on a plan to allow Cigna customers to receive treatment from Contracted Rehabilitation Providers through telehealth visits and to allow claims reimbursement for such services. As a Contracted Provider treating Cigna customers for physical and occupational therapy you will be able to continue treating your patients virtually. In regard to telehealth services, it is incumbent upon the provider community to ensure compliance with Federal requirements and the regulatory requirements in your State. CMS and State regulations may affect your ability to perform services in a virtual setting.

This is an interim process in response to the COVID-19 pandemic and will be effective for dates of services retroactive to March 2, 2020 going forward through May 31, 2020.

To allow accurate and timely reimbursement for services rendered during this time, ASH Group and Cigna are requesting that health care professionals submit claims using the specific codes listed below. These codes have been selected and defined for this specific time period and service utilization. Be sure to document in your medical chart the format of the telehealth clinical encounter (phone, synchronous video and other documentation that are standard of practice.)

Billing for Telehealth Services:
When billing for telehealth services use the criteria below and send claims directly to ASH Group as you normally would.

1) For Physical Therapy visits use
   a. CPT® code 97161-GQ Low complexity new patient (telephonic or synchronous video)
   b. CPT® code 97162-GQ Moderate complexity new patient (telephonic or synchronous video)
   c. CPT® code 97110-GQ Established patient follow-up (2-unit limit)

2) For Occupational Therapy visits use
   a. CPT® code 97165-GQ Low complexity new patient (telephonic or synchronous video)
   b. CPT® code 97166-GQ Moderate complexity new patient (telephonic or synchronous video)
   c. CPT® code 97110-GQ Established patient follow-up (2-unit limit)

3) No additional telehealth or virtual care modifiers should be billed.
4) Use standard place of service (i.e., 11) on the CMS1500 claims form.
5) The existing contractual reimbursement and methodology applies for the codes with modifier -GQ noted above.
6) This billing requirement and associated reimbursement applies to services submitted on CMS1500 claim forms or its electronic equivalent only.
**Important Reminders**

- Continue to submit Medical Necessity Review forms via ASHLink or fax. Our staff is working diligently to process incoming Medical Necessity Review forms as quickly as possible.
- Contracted Providers should follow the most recent regulations published by the applicable state regulatory board regarding treating patients in your state.
- Make sure you check your ASHLink account for additional updates and sign up for ASHLink if you are not yet registered.

If you are not using ASHLink yet please sign up as soon as possible so you can get information in the most timely manner. ASHLink will be the first communication portal for new information and updates.

**Follow these simple steps to activate your ASHLink account:**

1. Visit [www.ashlink.com](http://www.ashlink.com)
2. Click the **Activate Your Account** button
3. Use the ASHLink User ID and PIN you received in the mail upon joining ASH.

If you do not have the ASH letter with your ASHLink login information please contact an ASH Customer Service agent at 800.972.4226, option 2 for assistance. Agents are available to assist you Monday through Friday from 5 am to 6 pm Pacific Time.

Before calling please ensure you are an Authorized Representative and have the following information to **Reset** or **Activate** your ASHLink Account:

- **Reset:** Requires the Practice Address, TIN, and ASHLink Challenge Phrase.
- **Activation:** Requires the Practice Address and TIN.

Thank you for being a Contracted Provider with ASH Group, and for your patience as we work diligently to implement these interim processes.