

Louisiana Department of Health Informational Bulletin



To: AmeriHealth Caritas Louisiana Providers

Date: May 24, 2022

Subject: Informational Bulletin 19-11: Telemedicine/Telehealth Billing Changes

Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.

The Centers for Medicare and Medicaid Services (CMS) added a new place of service code for telehealth services provided in the patient's home effective for dates of service on and after **January 1, 2022**.

Providers are required to use the appropriate place of service, either 02 (other than home) or 10 (home), with modifier 95 for the billing of telemedicine/telehealth services based on the member's location at the time of service.

Please review [IB 19-11](#) for full details.

AmeriHealth Caritas Louisiana has completed the update of our claims system to allow place of service 10. **Providers do not need to take action.** Claims denied for this reason will be recycled automatically. New claim submissions should process without issue.

Details regarding billing with place of service 10 has been updated in the [Claim Filing Instructions](#) document on our website.

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached between 7:00 am – 7:00 pm daily.

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Need to update your provider information? Send full details to: network@amerihealthcaritasla.com.