



Telehealth POS Changes

During the Public Health Emergency (PHE) related to the COVID-19 pandemic, providers were afforded additional flexibility to submit Telehealth claims regardless of the place of service. With the ending of the Federal Public Health Emergency, Healthfirst will be aligning with New York State (NYS) and Centers for Medicare & Medicaid Services (CMS) guidance on Telehealth Place of Service (POS) billing and reimbursement.

What providers need to know:

- Effective **Apr. 1, 2024**, Healthfirst will no longer accept POS 11 with Modifier 95 as an acceptable Telehealth claim.
- Effective **Apr. 1, 2024**, Telehealth claims submitted with POS 02 (Telehealth provided other than member's home) will be processed at a non-office place of service reimbursement rate, unless otherwise provided by your contract.

We value your continued participation and commitment to our members. If you have questions or need more information, please call Healthfirst Provider Services at **1-888-801-1660**, Monday to Friday, 8:30am–5:30pm.