



WellFirst Health™

Business Offices in
St. Louis, MO & Madison, WI

Mailing Address:
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Madison, WI 53705-9399

wellfirstbenefits.com

May 21, 2020

Dear WellFirst Health Provider:

Thank you for continuing to provide high-quality services to our members during the ongoing novel coronavirus (COVID-19) public health pandemic. We appreciate the efforts that have been made by all of our participating providers in adhering to the changes in coverage and billing from the Centers for Medicare & Medicaid Services and other regulatory updates. As we are moving to a more steady-state regarding COVID-19, we will not be releasing a COVID-19 provider communication on Thursday, May 28th. We will communicate updated urgent information should the need arise.

This notification contains information regarding:

- Place of service (POS) 02 reimbursement.
- Reprocessing claims with certain telephone assessment and management services.

POS 02 Reimbursement

To allow providers time to transition to clarified billing instructions issued in April for POS 02 on telehealth claims, WellFirst Health has been temporarily reimbursing POS 02 at a rate equal to what would be paid if the services were rendered in the office setting. We will reinstate the former reimbursement rate for POS 02 for claims processed on and after June 1, 2020.

This does not change current billing instructions for POS on telehealth claims. Providers should continue to use POS 02 on claims when the member is seen via telehealth involving an originating-site facility and distant-site practitioner. Other telehealth services should be billed with the POS equal to what would have been billed if not for the public health emergency. Modifier 95 should be appended to indicate that the service rendered was actually performed via telehealth.

Reprocessing Claims with Certain Telephone Assessment and Management Services

In last week's COVID-19 notification, WellFirst Health announced increased reimbursement rates for CPT codes 99441, 99442, and 99443 on claims with dates of service on and after March 1, 2020, across all WellFirst Health products. Claims processed under the previous reimbursement rates were reprocessed on May 14th, so providers should expect to see associated claims updates soon.

Additional Health Plan Information

For additional health plan information and previous provider communications, refer to our [COVID-19 provider information web page](#) link located at the top of all wellfirstbenefits.com web pages. Providers are encouraged to check our website regularly for new and updated information.

Please contact a WellFirst Health Provider Network Consultant at 314-994-6262 or ProviderRelations@wellfirstbenefits.com.

Thank you again for your continued care of our members.

Sincerely,

A handwritten signature in black ink, appearing to read "L. Lorenzen", written in a cursive style.

Loretta A. Lorenzen
Vice President- Network Management & Contracting