

Place of Service 02 and Modifier 95 for Telehealth Service Delivery

This bulletin is intended to supersede Provider Bulletin 21-18: Place of Service (POS) 02 and Modifier 95 for Telehealth Service Delivery.

With the issuance of the Office of Mental Health and Substance Abuse Services [\(OMHSAS\) Bulletin 21-09: Guidelines for the Delivery of Behavioral Health Services Through Telehealth](#), the POS 02 Telehealth has been added, along with the modifier 95, to denote when the service is provided by telephone or audio only.

Effective June 13, 2022, Providers who bill for a telehealth service must include the POS 02, and when the service is rendered telephone or audio only, modifier 95 must be indicated.

Providers must select the appropriate Blanket Authorization Number (BAN) for all unauthorized services and append the modifier 95 for all preauthorized services to describe when a service is delivered via telephone or audio only.

The application of the 95 modifier is very important to demonstrate the ongoing need for a telephone or audio-only telehealth option. Provider contracts (Schedule A) will be revised and released to reflect this change.

Please direct any questions about this Bulletin to the assigned CBH Provider Relations Representative.