

Place of Service 10 and Modifier FQ for Telehealth Service Delivery

This Bulletin supersedes Provider Bulletin Place of Service 02 and Modifier 95 for Telehealth Service Delivery 22-10.

With the issuance of the Office of Mental Health, and Substance Abuse Services ([OMHSAS Bulletin 22-02: Revised Guidelines for the Delivery of Behavioral Health Services Through Telehealth](#)), the Place of Service (POS) 10 has been added, along with a new informational modifier FQ.

Effective September 1, 2022, Providers who bill for a telehealth service must include the POS 10 when telehealth is provided in the Member's home or the POS 02 when telehealth is provided other than in the Member's home. When services are rendered audio only, the informational modifier FQ must be added. This will replace the 95 modifier currently being used to capture this information.

The September 1, 2022, effective date is based service date and not the claim submission date.

Providers must select the appropriate Blanket Authorization Number (BAN) for all non-authorized services and append the modifier FQ for all pre-authorized services to describe a service when delivered via audio only.

The application of the FQ modifier is a very important component in demonstrating the ongoing need for audio-only as a telehealth option. Provider contracts (Schedule A) will be revised and released to reflect these changes.

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