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Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: February 25, 2022
Subject: Updated Telehealth Place of Service (POS) Codes

Dear Provider Partner:

This notice is to remind you of recent updates made to the place of service (POS) codes related to telehealth. Effective January 1, 2022, the American Medical Association updated the description of the existing POS code 02 and added a new POS code 10. Please note that these changes have impact on the claims submitted for telehealth services. Below is additional information related to this update:

Place of Service Code	Place of Service Name	Place of Service Description
02	Telehealth Provided Other than in Patient's Home	The location where health services and health related services are provided or received, through telecommunication technology, where the patient is not located in their home when receiving these services. <i>(Effective January 1, 2017)</i> <i>(Description change effective January 1, 2022, and applicable for Medicare April 1, 2022).</i>
10	Telehealth Provided in Patient's Home	The location where health services and health related services are provided or received, through telecommunication technology, where the patient is located in their home (which is a location other than a hospital or other facility where the patient receives care in a private residence) when receiving these services. <i>(Effective January 1, 2022, and available for Medicare April 1, 2022).</i>

The use of the appropriate telehealth POS code is important in ensuring that your claims are processed in a timely manner. Please note that any claims with a received date of April 1, 2022, and forward with POS 02 will be denied to resubmit with the correct POS code, if historically the service was being rendered in the patient's home. We ask that you please ensure that your billing department and or representative is aware of these updates. Please let us know if you have any questions. Thank you for your continued partnership.

Sincerely,

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 Provider Account Management
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