

BEHAVIORAL TELEHEALTH



Telehealth is the delivery of health-related services and information via telecommunications technologies, including telephones, smart phones, and personal computers for virtual “in-person” consultations.

What are the benefits of providing telehealth sessions?

By using telehealth, you can potentially:

- Broaden the scope of your practice
- Supplement your income with sessions to a wider patient population during “off” hours
- Reach Cigna customers in a larger geographical area within your state
- Expand access to mental health care, substance use disorder care, and EAP clinical care for those in need

Are behavioral telehealth sessions covered by Cigna?

Effective January 1, 2017, behavioral telehealth sessions will be available to all Cigna customers and administered in accordance with the customer’s benefit plan. Telehealth sessions may be used for therapy and medication management. Video-based methodology is preferred, as it can provide information and an experience that is similar to an in-person examination. Telephonic sessions may require review for medical necessity.

Verify behavioral benefits and eligibility for all plan types, including services administered by a **third party administrator**, by calling the number on the back of the Cigna ID card. An “S” identifier on the bottom left of the card can help you identify which of your patients have services administered by a third party administrator.

What are the expectations for providing telehealth sessions?

You must utilize a secure video-based technology, and be appropriately licensed in the state in which the customer is being treated.¹ You also must be aware of relevant practice guidelines developed by any applicable specialty societies as they relate to both in-person and telehealth practice. You are expected to follow federal, state and local regulatory and licensure requirements related to your scope of practice, any limitations on the use of specific technologies and prescribing practices, and need to abide by state board and specialty training requirements.

¹ Unless otherwise indicated by state regulations.

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Can I provide behavioral telehealth sessions to Cigna customers?

Contracted behavioral providers who meet the telehealth specialty requirements may deliver telehealth sessions with no additional credentialing. You will need to attest that you meet the designated specialty requirements before you can provide behavioral telehealth sessions to Cigna customers. Visit the Cigna for Health Care Professionals website at CignaforHCP.com > Resources > Forms Center > Behavioral Health Forms for the [Specialty Attested Form](#).

Upon receipt of the completed form, “telehealth” will be added as a specialty to your Cigna profile.

How do I submit claims for behavioral telehealth sessions?

Submit the appropriate CPT code for the service(s) provided and include the modifier **GT** in Field 24-D as noted on the sample claim form (see below) to specify telehealth. Use your existing fee schedule to determine the correct charge.

24	A	DATE(S) OF SERVICE					B	C	D
		From					Place of Service	Type of Service	PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER
		MM	DD	YY	MM	DD	YY		
1		01	02	17	01	02	17	CPT code GT	
								Enter GT modifier	

How can I educate my patients about telehealth sessions?

Encourage more of your patients with Cigna-administered coverage to participate in telehealth services. Watch our new telehealth video at Cigna.com > Find a Doctor > [Behavioral Telehealth Customer Journey](#) and show your patients how telehealth services can be confidential, convenient, and comfortable.

Questions?

To learn more about providing behavioral telehealth sessions to Cigna customers, call Provider Services at **1.800.926.2273**.

