

Telehealth Update for Providers

Molina appreciates your dedication to continue to provide such high levels of care to our members and the community.

Molina is working diligently to assure that there is adequate access to care for all Molina members. We have waived all out of pocket expenses related to telehealth, which includes telephonic visits.

Molina encourages members to first seek care with their established physicians in person or through telehealth, but we also understand the challenges that may arise due to COVID-19. As such, Molina has contracted with Teledoc for all lines of business. Teledoc is a virtual urgent care group that members can seek services from should there be a time when their routine physician is not available to provide care. Members needing Teledoc services can access information through Molina Customer Service at the number on their ID card or the Molina website. This is an additional option that you are able to refer Molina members to utilize if the need arises.

Please refer to our Website for additional information and details on how to access Teledoc.

Please remember that telehealth professional claims **require the GT modifier to be billed**. The GT modifier is used to indicate a service was rendered via synchronous telecommunication. The TS modifier can also be utilized, but only for face to face consultation. Telehealth professional claims also **require place of service 02 to be billed** alongside the GT modifier. POS 02 validates that the service is indeed for telehealth, without this place of service code, claims cannot be properly processed.

Thank you for serving Molina members, especially during this critical time.

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