

Network Provider Update

To: Medi-Cal network participants
From: Melinda Kjer
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Subject: Correct use of modifiers required for telehealth claims

We are writing to remind providers in the Blue Shield of California Promise Health Plan (Blue Shield Promise) network that when billing telehealth services using modifiers 93, 95, and GQ, the Place of Service (POS) must be POS 02 – Telehealth Provided Other than in Patient’s Home, or POS 10 – Telehealth Provided in Patient’s Home. This follows telehealth guidelines provided by Centers for Medicare and Medicaid Services (CMS) and the Department of Health Care Services (DHCS).

Effective January 1, 2025, these guidelines will be enforced by Blue Shield Promise and claims submitted that incorrectly use the telehealth modifiers 93, 95 and GQ will be denied. The POS must either be 02 or 10.

Should you have any questions about these telehealth billing requirements, please refer to the resources provided below. You can also contact our Blue Shield Promise Payment Integrity team at PHPIntegrityQuery@blueshieldca.com.

Resources:

[CMS Telehealth Services Fact Sheet](#)

[DHCS Behavioral Health Information Notice 23-018](#)

[DHCS Telehealth Modifier Reference Sheet](#)

[Medicine: Telehealth \(medne tele\)](#)

[Telehealth FAQ](#)