

Telehealth POS codes 02 and 10

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In early 2022, the Centers for Medicare & Medicaid Services (CMS) introduced a new place of service (POS) code for telehealth services to help clarify specifically where services were rendered.

| Place of Service Code(s) | 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. Patient is not located in their home when receiving health services or health related services through telecommunication technology. (Effective January 1, 2017) (Description change effective January 1, 2022, and applicable for Medicare April 1, 2022.) |
| 10 | Telehealth Provided in Patient's Home | The location where health services and health related services are provided or received, through telecommunication technology. 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 health services or health related services through telecommunication technology. (This code is effective January 1, 2022, and available to Medicare April 1, 2022.) |

https://www.cms.gov/Medicare/Coding/place-of-service-codes/Place_of_Service_Code_Set

POS code 02 is now for telehealth services provided when the patient is **not** physically at home.

POS code 10 is now for telehealth services provided when the patient is at home.

DrChrono has made it easy to flip between the 2 POS codes, as the situation warrants, to help you bill compliantly.

First, you will need to set up a new facility by navigating to Account > Facilities. Select the green "**Add New Facility**" button. This is just an example of how it can be labeled - you can choose whatever will make the most sense to your billers.

Manage Facilities

+ Add New Facility

| Facility Name | Facility Code |
|--------------------------|---|
| ☰ Telehealth- 02- Other | 02 - Telehealth Provided Other than in Patient's Home |
| ☰ Telehealth - 10 - Home | 10 - Telehealth Provided in Patient's Home |

Once that is done, the POS code can easily be changed, if necessary, before billing right in the Live Claims Feed.

Navigate to the Live Claims Feed and pull up the patient's appointment.



Schedule Clinical Patients Reports Billing Account Marketplace

View Service + EOB SuperBill

Institutional Claim No

Billing Status Bill Insurance

ICD Version ICD-10

Primary Insurer - Default -

Secondary Insurer - Default -

Billing Provider: - If different to provider -

Supervising Provider: - If different to provider -

Pt Payment \$ 0 +

Payment Profile Insurance

Pt Payment Due

Billing Profile Select Profile +

Billing Pick List Choose from Pick List

Diagnosis Pick List Choose from Pt Problems

Payer pre-auth #

Do Not Transmit Do not transmit authorization number to payer

Referral #

Billing Facility

Purchased Serv Provider




Appointment Notes This is a demo appointment

Follow-up Date

Billing Notes

In the billing facility section, type the first couple of letters of the name you used when adding the new facility. Both POS 02 and 10 appear under a search of "te" because that's how we named them in our example above.

From here, you can update the POS code so it will correctly reflect where the telehealth services were provided.

| | | |
|--------------------------------|------------------------|---|
| Billing Facility | tel | ↓ |
| Purchased Serv Provider | Telehealth- 02- Other |  |
| Appointment Notes | Telehealth - 10 - Home |  |
| Follow-up Date | | |
| Billing Notes | |  |
