

Provider Memorandum

Guidance on Telehealth Billing for SUPR Services

Molina Healthcare of Illinois (Molina) is reminding providers of the correct way to bill Substance Use Prevention and Recovery (SUPR) telehealth services. The Department of Healthcare and Family Services (HFS) updated its internal guidelines, and Molina made the business decision to align the effective date of the policy with the CMHC effective date of July 1, 2022.

SUPR providers should immediately begin to use the new guidance for any future claims submitted. Providers should bill with Place of Service (POS) 02 or 10—all telehealth services—with modifier GT or 93, including while a member is inpatient. Billing outpatient POS for telehealth would be considered incorrect billing.

Claim Example

John Doe, a Molina member, had an inpatient hospital stay from 10/9/2023 to 10/13/2023. John received SUPR services via telehealth on 10/12/2023 while still in the hospital. The SUPR provider bills Molina for Discharge Assessment H0002 with POS 02 and Modifier GT (or 93) indicating the services were rendered via telehealth while he was outside his home (in this case, inpatient). This is an example of correct billing.

SUPR Codes Appropriate for Telehealth

The following billing codes are acceptable for all outpatient SUPR services:

SUPR Institutional (837P/CMS-1500) Billing Codes		
Service Name	Billing Code	Unit
Admission and Discharge Assessment	H0002	1/4 hour
Psychiatric Evaluation	90791	Event
Medication Monitoring	H2010	1/4 hour
Individual - Therapy/Counseling, Substance Abuse	H0004	1/4 hour
Group - Therapy/Counseling, Substance Abuse	H0005	1/4 hour

Guidance for Previously Denied Claims

As a one-time courtesy to providers, Molina will adjust previously denied claims with a DOS between July 1, 2022, and November 14, 2023, where an outpatient POS was billed for telehealth services. Providers are **not** required to dispute or rebill these claims. For all claims with a DOS **after November 14, 2023**, providers are expected to follow the above guidance.

Questions?

We're here to help. Contact your dedicated Provider Relations Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your dedicated Provider Relations Manager, visit [Molina's Service Area page](#) at MolinaHealthcare.com.

Provider Portal Alert

Providers no longer have direct access to the Molina Legacy Provider Portal. Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more. Get started with Availity Essentials Provider Portal today! [Click here](#).

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Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.