

Tricare

<https://www.humanamilitary.com/provider/education-and-resources/quick-access/policy-updates-and-alerts/covid-19-telemedicine-031320>

TRICARE covers the use of interactive audio/video technology services, and are subject to the same referral and authorization requirements and include, but are not limited to: clinical consultations, office visits and telemental health.

As a reminder:

- Providers must be licensed in the states where telemedicine services are provided and received.
- Video conferencing platforms used for telemedicine services must have the appropriate verification, confidentiality and security parameters necessary to meet the requirements of the Health Insurance Portability and Accountability Act (HIPAA).

Providers billing for telemedicine services that are:

- Synchronous* will use CPT or HCPCS codes with a GT modifier for distant site and Q3014 for an applicable originating site to distinguish telemedicine services. Also, Place of Service "POS 02" is to be reported in conjunction with the GT modifier.
- Asynchronous* will use CPT or HCPCS codes with a GQ modifier.

*Synchronous telemedicine services involve an interactive, electronic information exchange in at least two directions in the same time. Asynchronous telemedicine services involve storing, forwarding and transmitting medical information on telemedicine encounters in one direction at a time.

Applied Behavior Analysis (ABA) providers:

- The **TRICARE Operations Manual, Autism Care Demonstration (ACD)** specifies that with the exception of completing outcome measures, the ACD does not permit for telemedicine (paragraph 8.2.2). Telemedicine is not covered for ABA services billed under CPT codes 97151, 97153, 97155 or 97156.

View exclusions for telemedicine for ABA services (paragraph 19.0).

When submitting claims for telemedicine services, the provider may indicate "Signature not required – distance telemedicine site" in the required patient signature field. ABA providers submitting claims for outcome measures administered via telehealth must include the modifier GT.

Visit **telemedicine services** or **TRICARE Policy Manual, Chapter 7, Section 22.1** for more information.

Covered Services

Learn more about what we cover - including health, dental, and pharmacy.



[Home](#) > [What's Covered](#) > [Health Care](#) > Telemental Health Services

Telemental Health Services

As part of the Telemedicine benefit, your regional contractor has established a network of providers who can evaluate, treat and refer you as necessary via video.

Referrals and Authorization

As with any behavioral health care received from a TRICARE network provider, active duty service members will need a referral before getting care under the Telemental Health Care benefit. TRICARE Prime active duty family members and retirees do not need a referral or authorization to set an online care appointment with a distant provider.

To Request Telemental Health Services

- In the [East Region](#), call Humana Military at 1-800-444-5445.
- In the [West Region](#), contact Health Net at 1-844-866-9378 .

Telemental Health services are not available to beneficiaries living overseas.

If you're using TRICARE For Life, follow Medicare's [guidance on telehealth](#).

Disclaimer:

This list of covered services is not all inclusive. TRICARE covers services that are medically necessary and considered proven. There are special rules or limits on certain services, and some services are excluded.

TRICARE Covers Certain Telemedicine Services in the U.S.

3/24/2020

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 Recommend 703

TRICARE covers certain [telemedicine services](#). You may be able to see a [TRICARE-authorized provider](#) without leaving your home. Using a computer or smartphone, you connect with your provider by secure video conferencing.

"In light of COVID-19, we want to cut down on patient and staff contact," said Dr. John Kugler, director of the Clinical Support Division at the Defense Health Agency (DHA). "Telemedicine may be an option to meet with your provider."

Ask your provider if they offer telemedicine services. Not all providers do. If you have TRICARE For Life, use [Medicare guidance on telehealth](#).

Covered [medically necessary telemedicine services](#) include some:

- Office visits
- Preventive health screenings
- [Telemental health services](#) (individual psychotherapy, psychiatric diagnostic interviews and exams, and medication management)

Because of the public health emergency, the DHA is looking at the use of telemedicine. This includes finding new ways to support caregivers of those getting [applied behavior analysis](#).

Using Telemedicine Services

Depending on your TRICARE plan, you may first need an [authorization or referral](#). Ask your regional contractor for help. Active duty service members need a referral for telemental health care.

Telemedicine services don't include:

- Audio-only conferencing
- Phone calls
- Texting