

# Commitment to Communication

*From your Provider Relations team.*



2 Executive Park Drive • Bedford, NH 03110

## Telehealth New Place of Service Code 10

December 22, 2021

Recently, the Centers for Medicare & Medicaid Services (CMS) introduced a new place of service (POS) code 10 and revised POS code 02 to improve the reporting of telehealth services.

- The new POS code 10 is effective 01/01/22 and is for telehealth services provided to a patient who is in their home.
- The revised POS code 02 is effective 01/01/22 and is for telehealth services provided to a patient outside their home. The existing definition of POS code 02 indicates that a telehealth service was provided, but it does not identify where the patient was located when the service was provided.

Effective for service dates beginning 04/04/2022, POS code 10 will be valid for telehealth billing across all lines of business. For telehealth services before 04/04/2022 dates of service, providers should continue to bill as they currently do to avoid any claim denials.

Please contact Provider Services at **1-866-769-3085** with any questions.

Sincerely,  
NH Healthy Families

**1-866-769-3085** (NH Healthy Families)  
**1-844-265-1278** (Ambetter)  
TDD/TTY: 1-855-742-0123

[NHhealthyfamilies.com](https://www.nhhealthyfamilies.com)  
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