



Public Employees Insurance Agency

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Memo

To: West Virginia State Medical Association (WVSMA)
From: Stephanie Whitney, Provider Relations Manager
Date: March 16th, 2020
Re: Coronavirus Disease 2019 (COVID-19)-Telehealth

For the next 60 days, we are going to allow office visits and psychotherapy, for established patients, to be performed directly between the providers and patients via video conference or telephonically.

We are waiving the requirement of an Originating Site for these services but are limiting the office evaluation and management codes to 99211, 99212, and 99213. Higher intensity codes 99214 and 99215 will still only be allowed for face to face visits.

This real time interaction must be between the licensed provider and the patient. Communication with office staff cannot be billed under and Evaluation and Management code.