



**TO: All Providers**

**RE: Updates to Telehealth – January 2025 Updates**

The Department of Social Services (DSS) is updating the Connecticut Medical Assistance Program (CMAP) Telehealth Table **effective for dates of services January 1, 2025, and forward**. Providers should continue to monitor CMAP telehealth policies and covered services information located on the [www.ctdssmap.com](http://www.ctdssmap.com) Web page.

These changes apply to services reimbursed under the HUSKY Health programs (A, B, C, and D).

**Audio-Only Updates**

Based on the January 2025 Healthcare Common Procedure Coding System (HCPCS) changes (additions, deletions, and description changes) the following procedure codes are being end-dated effective for dates of services on and after December 31, 2024:

- **99442** - Telephone medical discussion with physician 11-20 minutes and
- **99443** - Telephone medical discussion with physician 21-30 minutes

**Effective for dates of service January 1, 2025 and forward** the following procedure codes will be used for medical audio-only services and audio-only behavioral health medication management services:

- **98012** - Established patient synchronous audio-only visit with straightforward medical decision making and 10 minutes or more of medical discussion, if using time 10 minutes or more
- **98013** - Established patient synchronous audio-only visit with low medical decision making and 10 minutes or more of medical

discussion, if using time 20 minutes or more

**Telemedicine Updates**

**Effective for dates of service January 1, 2025, and forward**, the following procedure codes are being added to the CMAP Telehealth Table for select E/M services rendered via synchronized telemedicine and for behavioral health medication management services. DSS is making this update based on the January 2025 HCPCS changes:

<b>Procedure Code</b>	<b>Description</b>
98000	New patient synchronous audio-video visit with straightforward medical decision making, if using time 15 minutes or more
98001	New patient synchronous audio-video visit with low medical decision making, if using time 30 minutes or more
98002	New patient synchronous audio-video visit with moderate medical decision making, if using time 45 minutes or more
98003	New patient synchronous audio-video visit with high medical decision making, if using time 60 minutes or more
98004	Established patient synchronous audio-video visit with straightforward medical decision making, if using time 10 minutes or more
98005	Established patient synchronous audio-video visit



	with low medical decision making, if using time 20 minutes or more
98006	Established patient synchronous audio-video visit with moderate medical decision making, if using time 30 minutes or more
98007	Established patient synchronous audio-video visit with high medical decision making, if using time 40 minutes or more

The new synchronized telemedicine specific E/M codes will replace the current E/M procedure codes 99202-99215 only when services are rendered via telemedicine. Procedure codes 99202-99215 must still be billed for all in-person E/M services.

**Please Note:** No changes have been made to policy guidelines or payment methodology for telehealth services. Please continue to refer to the CMAP Telehealth table, FAQs, PB 23-38 and applicable fee schedules for further guidance.

**Accessing Telehealth Policies and Covered Services**

Comprehensive information on telehealth can be found on the [www.ctdssmap.com](http://www.ctdssmap.com) Web page by selecting “Telehealth Information.” This page will provide details such as the CMAP Telehealth Table, FAQs, IMs, and all other telehealth communications. Please refer to this page periodically for updates.

For questions about billing or if further assistance is needed to access the fee schedule on the Connecticut Medical Assistance Program (CMAP) Web site, please contact the Provider Assistance Center, Monday through Friday from 8:00 a.m. to 5:00 p.m. at 1-800-842-8440.

**Accessing the Fee Schedule:**

The updated fee schedules can be accessed and downloaded by going to the Connecticut Medical Assistance (CMAP) Web site: [www.ctdssmap.com](http://www.ctdssmap.com). From this Web page, go to “Provider”, then to “Provider Fee Schedule Download”, then click on your specific fee schedule. To access the CSV file, press the control key while clicking the CSV link, then select “Open”.

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Questions? Need assistance? Call the Provider Assistance Center Mon. – Fri. 8:00 a.m. – 5:00 p.m. Toll free 1-800-842-8440 or write to Gainwell Technologies, PO Box 2991, Hartford, CT 06104 Program information is available at [www.ctdssmap.com](http://www.ctdssmap.com)