

# Telehealth POS codes 02 and 10

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In early 2022, the Centers for Medicare & Medicaid Services (CMS) introduced a new place of service (POS) code for telehealth services to help clarify specifically where services were rendered.

Place of Service Code(s)	Place of Service Name	Place of Service Description
02	Telehealth Provided Other than in Patient's Home	<p>The location where health services and health related services are provided or received, through telecommunication technology. Patient is not located in their home when receiving health services or health related services through telecommunication technology.</p> <p>(Effective January 1, 2017)</p> <p>(Description change effective January 1, 2022, and applicable for Medicare April 1, 2022.)</p>
10	Telehealth Provided in Patient's Home	<p>The location where health services and health related services are provided or received, through telecommunication technology. Patient is located in their home (which is a location other than a hospital or other facility where the patient receives care in a private residence) when receiving health services or health related services through telecommunication technology.</p> <p>(This code is effective January 1, 2022, and available to Medicare April 1, 2022.)</p>

[https://www.cms.gov/Medicare/Coding/place-of-service-codes/Place\\_of\\_Service\\_Code\\_Set](https://www.cms.gov/Medicare/Coding/place-of-service-codes/Place_of_Service_Code_Set)

POS code 02 is now for telehealth services provided when the patient is **not** physically at home.

POS code 10 is now for telehealth services provided when the patient **is** at home.

DrChrono has made it easy to flip between the 2 POS codes, as the situation warrants, to help you bill compliantly.

First, you will need to set up a new facility.

1. Navigate to **Account > Facilities**.
2. Select the green **Add New Facility** button.

Manage Facilities	
<b>+ Add New Facility</b>	
Facility Name	Facility Code
☰ Telehealth- 02- Other	02 - Telehealth Provided Other than in Patient's Home
☰ Telehealth - 10 - Home	10 - Telehealth Provided in Patient's Home

This is just an example of how it can be labeled - you can choose whatever will make the most sense to your billers.

Once that is done, the POS code can easily be changed, if necessary, before billing right in the Live Claims Feed.

1. Navigate to **Billing > Live Claims Feed** and pull up the patient's appointment.

Billing Status	<input type="text"/>
ICD Version	ICD-10
Primary Insurer	- Default -
Secondary Insurer	- Default -
Billing Provider:	- If different to provider -
Supervising Provider:	- If different to provider -
Pt Payment	\$ 0 Copay: \$20.00 <input type="button" value="+"/>
Payment Profile	Insurance
Pt Payment Due	<input type="text"/>
Billing Profile	Select Profile <input type="button" value="+"/>
Billing Pick List	<a href="#">Choose from Pick List</a>
Diagnosis Pick List	<a href="#">Choose from Pt Problems</a>
Payer pre-auth #	<input type="text"/>
Do Not Transmit	<input type="checkbox"/> Do not transmit authorization number to payer
Referral #	<input type="text"/>
Billing Facility	<input type="text"/>  
Purchased Serv Provider	<input type="text"/> <input type="button" value="edit"/>
Appointment Notes	<input type="text"/>
Follow-up Date	<input type="text"/>
Billing Notes	<input type="text"/> <input type="button" value="+"/>

In the billing facility section, type the first couple of letters of your name when adding the new facility. Both POS 02 and 10 appear under a search of "te" because that's how we named them in our example above.

From here, you can update the POS code to correctly reflect where the telehealth services were provided.

Billing Facility	<input type="text"/> 
Purchased Serv Provider	<input type="text"/> <input type="button" value="edit"/>
Appointment Notes	<input type="text"/>
Follow-up Date	<input type="text"/>
Billing Notes	<input type="text"/> <input type="button" value="+"/>