

Telehealth POS codes 02 and 10

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Place of Service Codes

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

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

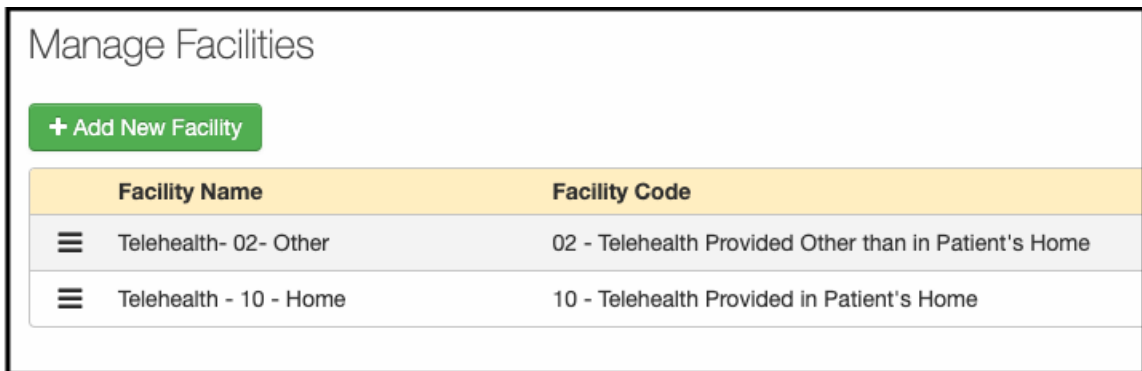
POS code 10 is now for telehealth services provided when the patient **is** at home.

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

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



The screenshot shows a web interface titled "Manage Facilities". At the top left, there is a green button with a plus sign and the text "+ Add New Facility". Below this is a table with two columns: "Facility Name" and "Facility Code". The table contains two rows of data, each with a hamburger menu icon to the left of the facility name.

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

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

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

dr chrono

Schedule
Clinical
Patients
Reports
Billing
Account
Marketplace

View Service
+ EOB
SuperBill

Institutional Claim No

Billing Status

ICD Version

Primary Insurer

Secondary Insurer

Billing Provider:

Supervising Provider:

Pt Payment \$

Payment Profile

Pt Payment Due

Billing Profile

Billing Pick List

Diagnosis Pick List

Payer pre-auth #

Do Not Transmit Do not transmit authorization number to payer

Referral #

Billing Facility

Purchased Serv Provider



Appointment Notes

Follow-up Date

Billing Notes

In the billing facility section, type the first couple of letters of the name you used 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 so it will correctly reflect where the telehealth services were provided.

Billing Facility	tel	↓
Purchased Serv Provider	Telehealth- 02- Other	
Appointment Notes	Telehealth - 10 - Home	
Follow-up Date		
Billing Notes		
