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	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. (Effective January 1, 2017) (Description change effective January 1, 2022, and applicable for Medicare April 1, 2022.)
10	Telehealth Provided in Patient's Home	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. (This code is effective January 1, 2022, and available to Medicare April 1, 2022.)

https://www.cms.gov/Medicare/Coding/place-of-service-codes/Place_of_Service_Code_Set

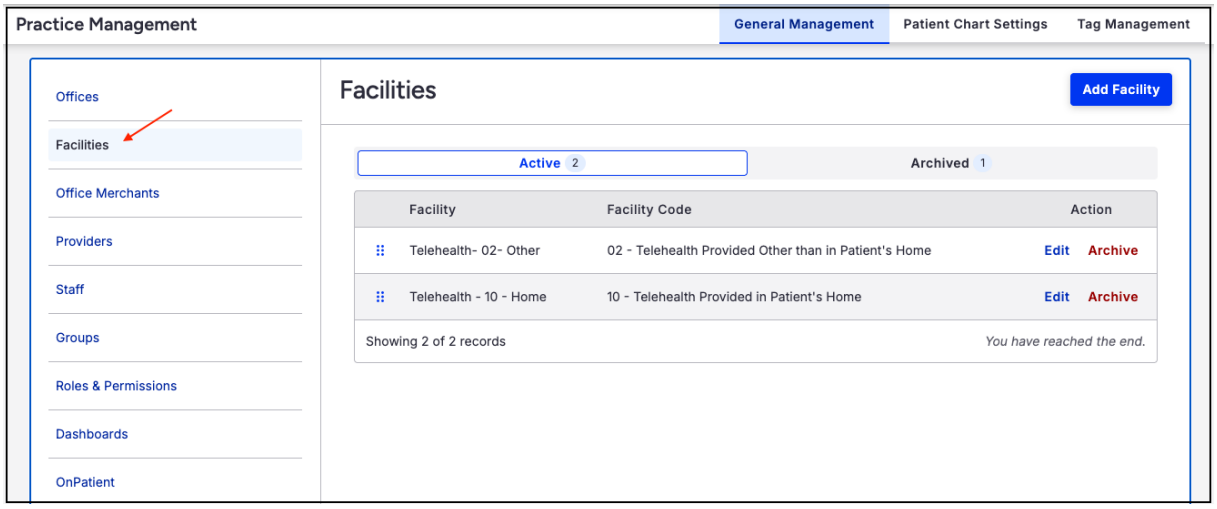
POS code 02 is now for telehealth services provided when the patient is **not** physically at home.

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

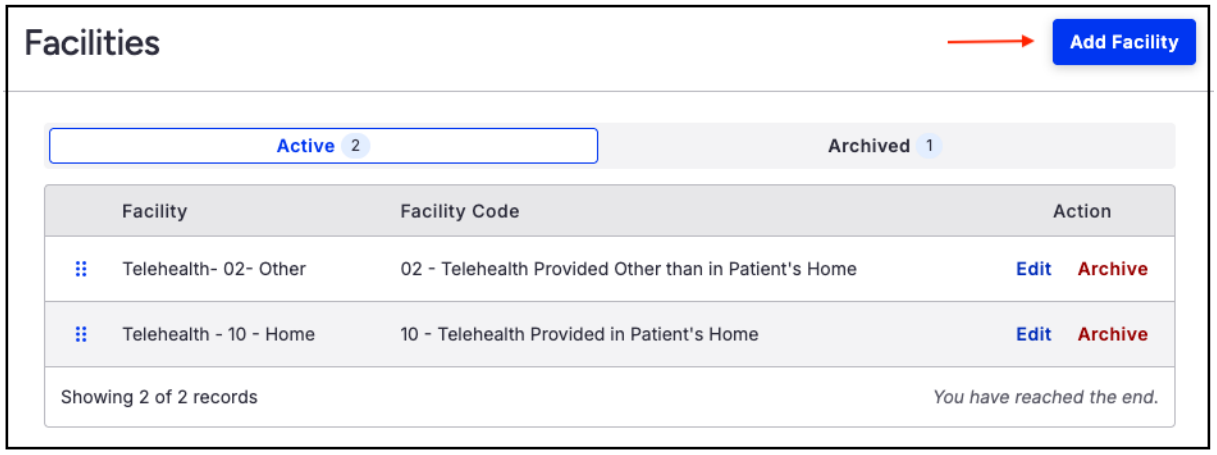
DrChrono has made it easy to flip between the 2 POS codes, as the situation warrants, to help you bill compliantly.

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

1. Navigate to **Account > Practice Management > Facilities** tab.



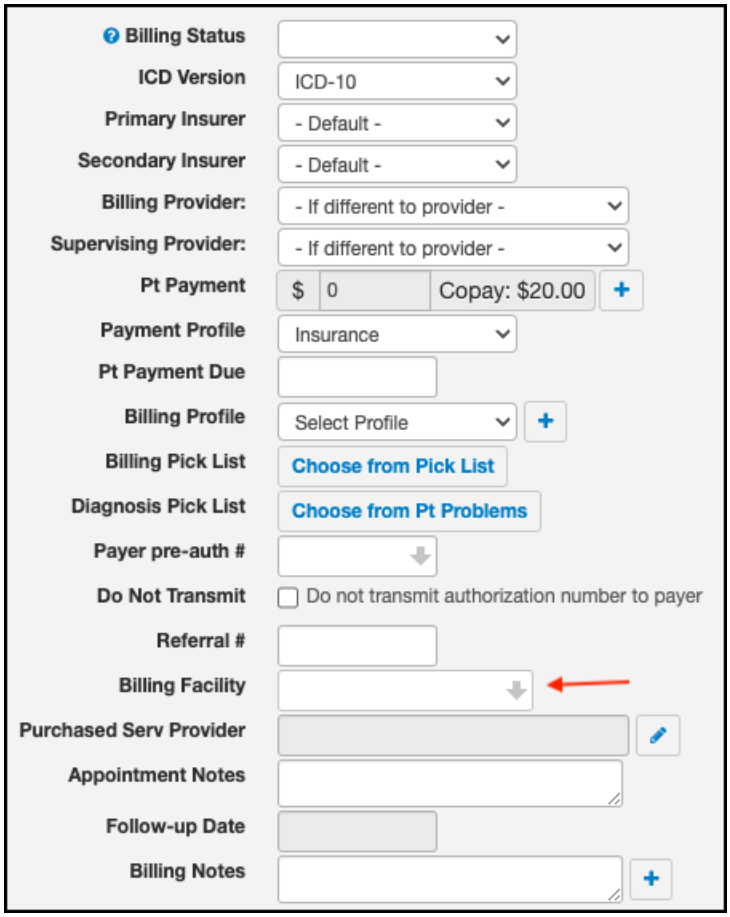
2. Select the blue **Add Facility** button.

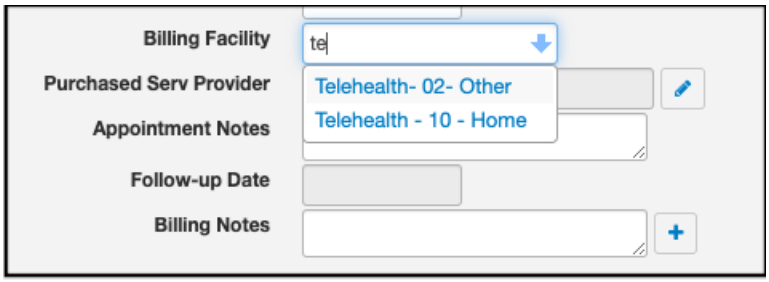


This is just an example of how it can be labeled - you can choose whatever will make the most sense to your billers.

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.



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.