



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES
Bureau for Medical Services

Bill J. Crouch
Cabinet Secretary

Cynthia E. Beane
Commissioner

MEMORANDUM

TO: WV Medicaid Providers

FROM: Cynthia Beane, MSW, LCSW 
Commissioner

DATE: March 17, 2020

SUBJECT: Telehealth Modality

Due to the World Health Organization declaring Coronavirus disease (COVID-19) a pandemic, the West Virginia Bureau for Medical Services (BMS) is allowing all existing telehealth services listed in the BMS policy manual, and the telehealth services temporarily approved during the COVID-19 pandemic, referenced in BMS release memos, to use live video conferencing or telephonic service in the member's home. Place of service 02 for HCFA-1500 or CPT plus -GT modifier combination for UB04s should be utilized on all telehealth billings.

BMS will continue to monitor the situation and work closely with our state and federal partners gathering further information and directives and will provide further notification if an extension is received.