



## Memorandum

To: All CareOregon Medical Providers who bill for Telehealth Services  
From: CareOregon Payment Integrity Department  
Date: December 18, 2024  
Subject: Telehealth modifiers required on all telehealth services

The purpose of this memo is to notify providers of the requirements to append a telehealth modifier when billing all telehealth services to Oregon Medicaid health plans.

Per OAR [410-141-3566](#), the Oregon Health Authority Health Systems Division: Medical Assistance Program, Chapter 410, Division 141, 3566 Telemedicine and Telehealth Delivered Health Service and Reimbursement Requirements:

“(10) (d) All physical and behavioral telemedicine and telehealth and oral teledentistry telehealth services except School Based Health Services (SBHS) shall include Place of Service code 02 when the client or member is located in a location other than their home. When the client or member is located in their home, the claim shall include Place of Service code 10.”

“(10) (e) All claim types except Dental services, shall include modifier 95 when the telemedicine or telehealth delivered service utilizes a real-time interactive audio and video telecommunication system. When provision of delivered using real-time interactive audio only telecommunication system, the encounter submissions shall include modifier 93.”

CareOregon will implement an update to the claims processing system that requires a telehealth modifier on any non-dental procedure code that is billed with place of service 02 or 10.

Please be aware that submission of telehealth services without an appropriate telehealth modifier will result in a denial of the service.

Sincerely,  
The Payment Integrity Department