

We're adjusting claims with telehealth modifiers that were incorrectly denied

We recently informed you that some providers are receiving a K521 denial when some claims, including those with behavioral health CPT codes, are appended with telehealth modifiers GT and 95.

We are currently adjusting claims that were denied in error. Please allow time for this process to be completed; don't submit appeals at this time.

For additional information please refer to the document, [Telehealth for medical providers](#), which also includes references for behavioral health providers. (Please note that not all services are eligible to be performed through telehealth.)

Here are the descriptions of the modifiers GT and 95 and message code K521:

GT modifier – Via interactive audio and video telecommunication systems.

95 modifier – Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunications system.

K521 – Our payment policy won't let us pay for this service when billed with the reported modifiers. Unless a billing error was made, no payment is due from us or your patient.