



Department of Health Care Services (DHCS) Telehealth Modifier Reference Sheet

Medi-Cal's telehealth policy gives providers flexibility to determine if a particular service or benefit is clinically appropriate based upon evidence-based medicine and/or best practices to be delivered via video synchronous, audio-only synchronous and/or asynchronous telehealth. Below is a Telehealth Reference Sheet organized by delivery system with modifiers currently utilized.

Delivery System	Telehealth Modifiers Utilized	Modifier Description	Policy Reference/Notes
Medical (Fee-for-service (FFS)/ Managed Care)	95	Video synchronous (synchronous service rendered via a real-time interactive audio and video interaction.)	Medicine: Telehealth Provider Manual
	93	Audio-only synchronous (synchronous service rendered via telephone or other real-time interactive audio-only interaction)	
	GQ	Asynchronous interaction (Used to denote store-and-forward modality.)	
Dental	D9995	Video synchronous (synchronous service rendered via a real-time interactive audio and video interaction.)	Provider Bulletin Volume 36, Number 10 Provider Bulletin Volume 36, Number 15 Provider Bulletin Volume 37, Number 18
	D9996	Asynchronous interaction. Used to denote store-and-forward modality.	
Specialty Mental Health/Substance Use Disorder (SMH/SUD)	GT	Video synchronous (synchronous service rendered via a real-time interactive audio and video interaction.)	BHIN-21-047-Telehealth-Guidance-for-SMHS-and-SUD-Medi-Cal.pdf Includes mental health and substance use disorder programs.
	SC	Audio-only synchronous (synchronous service rendered via telephone or other real-time interactive audio-only interaction)	
	GQ	Synchronous interaction. Used to denote store-and-forward modality.	
Local Educational Agency (LEA) billing	95	Video synchronous (synchronous service rendered via a real-time interactive audio and video interaction.)	LEA-BOP does not currently allow audio-only telehealth (Modifier 93). PPL 21-019 (ca.gov) (will be updated once the PHE ends) PPL 20-014 (ca.gov) (will be removed once the PHE ends)
Transitional Case Management (TCM)	N/A	Telehealth modalities will be captured in the TCM Online System. The TCM Online System is scheduled to be updated in early 2023 to allow Case Managers from Local Governmental Agencies to select audio and video telehealth modalities among dropdown menu options for the location in which the TCM encounter took place.	N/A
Waiver programs. California Children's Services (CCS), Genetically Handicapped Persons' Program (GHPP)		See "Medical" above.	1915(c) waivers, CCS and GHPP policy align with DHCS' Telehealth policy and follow billing rules for Medi-Cal, including Modifiers 93, 95, and GQ as applicable and as described under "Medical" below. Where applicable, audio-only can be used for service delivery as determined for specific services. Audio-only telehealth will not be allowed for initial assessments to determine program eligibility and initial care plan development. Numbered Letter 16-1217 https://www.dhcs.ca.gov/services/ccs/Documents/ccsn161217.pdf
Office of Family Planning	95	Video synchronous (synchronous service rendered via a real-time interactive audio and video interaction.)	Modifier 93 will be added for both Medi-Cal & FPACT family planning services retroactive to 1/1/22.
	GQ	Asynchronous interaction (Used to denote store-and-forward modality.)	