



January 28, 2021

Medicare Processing of Audio Only Codes

As we had reported in late 2020, National Government Services (NGS) has indicated that the issue involving denial of audio only codes (99441-99443) is in the process of being resolved. However, NGS cannot fully address the problem until written guidance is received from the federal Centers for Medicare and Medicaid Services (CMS) instructing NGS how to proceed.

Customarily, CMS guidance is sent to the local carriers on a quarterly basis. Therefore, claims will most likely continue to be denied until sometime in the early Spring.

At the present time, physicians should continue billing for telehealth visits using the audio codes when appropriate. Once CMS guidance is received, we expect that NGS will automatically reprocess all previously denied claims. However, NYSPA will notify members if any additional action is required on their part.

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