



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 20, 2020

SUBJECT: Telehealth Modality for Physical, Occupational or Speech Therapy

Due to the World Health Organization declaring Coronavirus disease (COVID-19) a pandemic, the West Virginia Bureau for Medical Services (BMS) is allowing Non-emergent services to be rendered through the Telehealth Modality. The expansion of this service will include the use of live video conferencing or audio only (telephonic) to the members home with a Medicaid enrolled provider. 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.