



NOVEMBER 2020

KMAP GENERAL BULLETIN 20231

Clarification on Use of Q3014

Place of Service (POS) code 02 should not be used with the billing of the originating site Q3014. Q3014 is used to designate the originating site where the beneficiary is located. By billing Q3014, the claim is demonstrating the encounter was delivered via telemedicine and that there was provider assistance in making connection for a telemedicine visit. If the beneficiary had no provider assisting with the encounter, this code should not be billed.

When this code is appropriately billed, the claim should note where the beneficiary was at the time of the encounter—e.g. in an office setting connecting with a specialist and therefore use of POS 11 in that example.

No payment for the Q3014 code will be made for POS 12 (home) without the physical presence of an enrolled provider.

Note: If a provider is working from home and provides telemedicine services during this pandemic phase, Kansas Medicaid allows and considers the provider's home to be an extension of their office space. The service code would be noted on the claim with POS 02 designating the distant site function in this instance. Documentation should reflect full requirements of the service being billed.

KMAP

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Customer Service

- 1-800-933-6593
- 7:30 a.m. - 5:30 p.m.
Monday - Friday

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