



STATE OF WEST VIRGINIA  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES  
BUREAU FOR MEDICAL SERVICES  
Bureau for Medical Services

Bill J. Crouch  
Cabinet Secretary

Cynthia E. Beane  
Commissioner

. M E M O R A N D U M

TO: WV Medicaid Providers

FROM: Cynthia Beane, MSW, LCSW  
Commissioner

DATE: March 13, 2020

SUBJECT: Non-emergent E&M visits through Telehealth Modality

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 E&M visits to be rendered through the Telehealth Modality. The expansion of this service will include the use of live video conferencing in the appropriately equipped members home with a Medicaid enrolled provider in the originating site. All other telehealth regulations are expected to be followed as found in Chapter 519.17 of the WV Medicaid policy manual. The following codes 99211 and 99212, billed with place of service 02 will be allowed. 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.