



TO: ALL PROVIDERS

RE: TELEHEALTH - CHANGES TO AUDIO-ONLY BILLING

IMPACTED PLANS: Medicaid HIV SNP, and HARP

Dear MetroPlusHealth Provider,

As of January 1, 2025, per New York State Medicaid updated guidance, the American Medical Association (AMA) deleted the telephonic (audio-only) E/M procedure codes “99441” “99442” and “99443”. Providers may bill NYS Medicaid as they would for an in-person or audio-visual telehealth visit (using the appropriate procedure or rate code) with the addition of a telehealth modifier to indicate delivery by audio-only.

Please refer to [Telehealth Policy Manual - New York State Medicaid Fee-for-Service Provider Policy Manual](#) for more information.

If you have any questions regarding this memo, please contact MetroPlusHealth at: ProviderRelationsOps@metroplus.org.

Thank you.

MetroPlusHealth