

## CODING BASICS

### Site of Service (Place of Service (POS)) Codes

Site of service or Place of Service (POS) coding is key in determining how health care providers are reimbursed for services. POS codes describe the patient's location where the health services or health-related services are provided or received during a telehealth encounter. The Centers for Medicare & Medicaid Services (CMS) and other payers use these codes to adjust reimbursement rates based on setting.

#### Common POS Codes:

- **POS 02: Telehealth Provided Other than in Patient's Home** Patient is not located in their home when receiving health services or health related services through telecommunication technology. **Note:** While not a HCPCS code itself, the POS code 02 is important for billing telehealth services. It indicates that the service was provided through telecommunication technology.
- **POS 10: Telehealth Provided in Patient's Home** Patient is located in their home (which is a location other than a hospital or other facility where the patient receives care in a private residence) when receiving health services or health-related services through telecommunication technology.
- **POS 11: Office** Indicates that the service was provided in a typical physician's office setting. This code is frequently used for both in-person and certain telehealth services.

CMS and other payers often adjust reimbursement based on whether the service was delivered in a facility or non-facility setting. <sup>1</sup>

- **Facility Setting:** Includes hospitals or outpatient clinics. Services delivered in these settings are often reimbursed at a lower rate because the facility bears the additional overhead costs.
- **Non-Facility Setting:** Includes private practices or home visits. Reimbursement rates are typically higher because the provider is responsible for all associated costs.

#### Reference

1 CMS. (2024, May 2). Place of Service Code Set. <https://www.cms.gov/medicare/coding-billing/place-of-service-codes/code-sets>