

COVERAGE

Site of Service

By nature of virtual care services, the parties involved (patient and provider or provider to provider) are not occupying the same physical space. As such, information on where covered services are delivered from and received at are necessary for reimbursement. These requirements vary by payer.

Other digital health services, such as remote physiological monitoring (RPM) and remote therapeutic monitoring (RTM), are treated separately from synchronous telehealth services using live audio and/or video.

Important terms to know:

Distant Site is defined by [California Legislative Code 2290.5 \(a\)\(2\)](#) as “a site where a health care provider who provides health care services is located while providing these services via a telecommunications system.”

Originating Site is defined by [California Legislative Code 2290.5 \(a\)\(4\)](#) as “a site where a patient is located at the time health care services are provided via a telecommunications system or where the asynchronous store and forward service originates.” Settings could include a hospital, medical office, community clinic or the patient’s home.



TIP

Site of service determines whether a telehealth service is covered, particularly for traditional Medicare. Place of Service (POS) codes describe the patient’s location where the health services or health-related services are provided or received during a digital health encounter.

For more information on POS coding, click [here](#) to return the main page and then visit **Coding and Modifiers: Site of Service**