



London N. Breed
Mayor

Avatar Billing Bulletin

Place of Service Code Set Changes

Effective Date: December 11, 2023

Bulletin ID: 23-1201

Who is impacted? All Providers

What is happening? Recently, the Centers for Medicare and Medicaid Services (CMS) introduced a new place of service (POS): **27 - Outreach Site / Street**, and the Department of Health Care Services (DHCS) is aligning with CMS code set standards.

Additionally, BHS is updating Avatar Place of Service descriptions and adding an additional POS to the Avatar system to clarify Phone and Video Telehealth situations that are either with the client when they are in the home or when they are not in the home.

This bulletin supersedes the previous Avatar Billing Bulletin: Place of Service Code Set Changes, Eff. April 1, 2022.

What is changing? Below are the new or updated place of service codes, corresponding descriptions and mapped modifiers.

Code Status	What Providers Enter into Avatar		What gets mapped / goes on the Claim	
	Avatar POS Code	Place of Service (POS)	CMS / DHCS POS	Modifier Mapping for Video vs Phone Telehealth
Renamed	96	Video Telehealth - Patient not in the Home	02	95 - video, CPT None – HCPCS
Renamed	97	Video Telehealth - Patient in the Home	10	95 - video, CPT None – HCPCS
New	88	Phone Telehealth - Patient in the Home	10	93 - phone or audio, CPT SC – phone, HCPCS
Renamed	98	Phone Telehealth - Patient not in the Home	02	93 - phone or audio, CPT SC – phone, HCPCS
New	89	Outreach Site / Street	27	N/A

What to expect?

Direct Entry into Avatar: Beginning 12/11/23, you will see different choices in the location field on Progress Notes. Please choose the description that best fits the location at which services were provided.

Service Uploads: Please share this bulletin with your IT staff so that they can configure your system properly. Beginning 12/11/2023, all files submitted should use the appropriate Avatar POS Code to represent the desired CMS / DHCS POS and Modifier on the Claim.

A full list of all Avatar Place of Service Codes is attached with this Bulletin.

Need Additional Support?

- If you have questions about place of service codes, please contact sfbhs_billingquestions@sfdph.org
- If you need assistance with accessing the Avatar form for your billing data or need supporting documentation, please contact the Avatar Help Desk at 415-255-3788 or via e-mail at avatarhelp@sfdph.org