



MEMORANDUM

**To:** Mainstream Medicaid Managed Care Plans, Health and Recovery Plans (HARPs), HIV Special Needs Plans (HIV SNPs), Medicaid Advantage Plus (MAP) Plans (herein referred to as MMCPs) and Office of Mental Health (OMH) Providers

**From:** New York State (NYS) OMH Central Office

**Date:** March 28, 2025

**Subject:** Updated Telehealth Modifier Use for OMH-Licensed/Designated Outpatient Programs Grid and Audio-Only Modifier Change

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Dear Health Plan Administrators and OMH Providers,

This memo clarifies changes related to the [Telehealth Modifier Use for OMH-Licensed/Designated Outpatient Programs Grid \(Telehealth Grid\)](#) that are applicable to Fee-For-Service Medicaid, MMCPs, and OMH Licensed/Designated providers as a resource when processing/billing claims for [Telehealth Services](#). The Telehealth Grid was revised to reflect rate code changes that have been enacted since the previous Telehealth Grid was issued and to align with the upcoming modifier change for OMH services delivered via audio-only.

Please be advised that the OMH Telehealth Grid operates in conjunction with both the [OMH Telehealth Guidance](#) and the New York State [Medicaid Telehealth Policy Manual](#), as the NYS Department of Health has acknowledged that other state agencies may adopt policies that reflect the needs and circumstances of the populations they serve.

**Use of Modifier 93 for OMH Services Delivered through Audio-Only Methods**

Effective July 1, 2025, OMH providers should use modifier 93 for eligible telehealth audio-only mental health services. As such, audio-only modifier FQ is no longer represented in OMH's revised Telehealth Grid. This change has been made in alignment with [CMS billing practices](#) to allow for streamlined crossover claims processing between Medicare and Medicaid.

MMCPs and OMH providers must ensure that their systems are configured to comply with these billing changes for claims with dates of service on July 1, 2025, and thereafter. Please note that while the audio-only modifier FQ is no longer used for services licensed, designated, or otherwise authorized by OMH, there are other billing scenarios in which FQ may be an appropriate modifier, and MMCP systems must be configured to accept either FQ or 93, as appropriate.

Forthcoming revisions to the [OMH Telehealth Guidance](#) will reflect the updates to the Telehealth Grid announced in this memorandum, and a separate notice will be circulated to MMCPs and applicable stakeholders once the guidance is finalized and published.



## Office of Mental Health

**KATHY HOCHUL**  
Governor

**ANN MARIE T. SULLIVAN, M.D.**  
Commissioner

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