

MIKE KEHOE
GOVERNOR



VALERIE HUHN
DIRECTOR

NORA K. BOCK
DIRECTOR
DIVISION OF
BEHAVIORAL HEALTH

STATE OF MISSOURI
DEPARTMENT OF MENTAL HEALTH

1706 EAST ELM STREET
P.O. BOX 687
JEFFERSON CITY, MISSOURI 65102
(573) 751-4122
(573) 751-8224 FAX
www.dmh.mo.gov

MEMORANDUM

TO: Treatment Providers

FROM: Jennifer Johnson, Deputy Director of Community Operations 

DATE: October 15, 2025

SUBJECT: Place of Service Guidance

Wide variances have been discovered in the utilization of the correct place of service (POS) codes within submitted billings, **specifically mobile unit and school**. With transportation identified as a top barrier to obtaining services, it is essential the correct POS codes are utilized to demonstrate accurately where services are occurring. The guidance below is meant to clarify when each POS shall be utilized.

The POS code must reflect where the individual is located.

- **In-person visit – POS reflects where the service occurs.**
- **Telehealth visit – POS reflects where the individual is, not where the provider is.**

The place of service code must be one of the following:

02 – Telemedicine provided outside of patient's home

Telemedicine provided outside of patient's home (02) shall be utilized when an eligible service is delivered over telemedicine and the individual is not at home. If the telemedicine service is located at an entity for which another POS code already exists, providers should use the POS 2.

Two exceptions:

- if telemedicine is being provided in an inpatient hospital, POS 21 shall be utilized
- if telemedicine is being provided in a school, then POS 3 shall be utilized

03 – School

School (POS 3) shall be utilized when an eligible service is delivered on school grounds. This would include if a "clinic" is set up at a school during the week. Additionally, this would include if the youth were located at school and the provider is delivering services via telemedicine, because the individual is located at the school.

10 – Telemedicine provided in patient’s home

Telemedicine provided in an individual’s home (POS 10) shall be utilized when an eligible service is delivered in an individual’s home via telemedicine.

11 – Office

Office (POS 11) shall be utilized when an eligible service is delivered to an individual from a provider’s office location. This would include when the provider delivering services via telemedicine, and the client is in the office.

12 – Home

Home (POS 12) shall be utilized when an eligible service is delivered in the individual’s home who is receiving the service, excluding if telemedicine is provided. If the services are provided via telemedicine in the individual’s home, POS 10 shall be utilized.

15- Mobile Unit

Mobile Unit (POS 15) shall be utilized when the individual is physically located in the mobile unit when eligible services are delivered. This includes when the individual is receiving telehealth services. If the provider is in a mobile unit, but the individual is at another location, utilize the POS for the individual’s location.

31- Skilled Nursing Facility (SNF)

Skilled Nursing Facility (POS 31) shall be utilized when an eligible service is provided to an individual while they are inside an organization that is licensed as a SNF.

32- Nursing Facility (NF)

Nursing Facility (POS 32) shall be utilized when an eligible service is provided to an individual while they are inside an organization that is licensed as a NF.

For the most update to date DBH memos and policy and procedure manuals, find them here:
[DBH Policy and Procedures | dmh.mo.gov](https://dmh.mo.gov)

Ec

Andrea Kimball

Jessica Bounds

Megan Roedel

Kimberly Feaman

Amy Jones

Kate Wieberg

Amy Kessel

Renee Rothermich

Brent McGinty

Tara Crawford

Natalie Cook