

# TELEHEALTH UPDATES

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# DISCLAIMER

The information included in this presentation is current as of August 2020. SoonerCare policy is subject to change.

# COURSE INFORMATION

## Recommended Audience

- Providers that render telehealth services and those that are interested in telehealth.

## Class Description

- This class will cover the definition of telehealth services, covered services, eligible providers and State and Federal guidance as it relates to the COVID-19 emergency declaration.

TELEHEALTH

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- OHCA defines Telehealth as the practice of health care delivery, diagnosis, consultation, evaluation and treatment, transfer of medical data or exchange of medical education information by means of a two-way, real-time interactive communication.

317:30-3-27. Telemedicine

# TELEHEALTH, CONT.

- Service must be appropriate for telehealth delivery.
- The quality of service provided through telehealth should be equal to the quality of service provided in an on-site appointment
- The encounter must maintain the confidentiality and security of protected health information.

# TELEHEALTH COVID- 19

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- Beginning March 16, 2020, the Oklahoma Health Care Authority expanded the use of telehealth.
- Services are being extended through October 31. Toward the end of October , OHCA will evaluate the status of the COVID-19 pandemic and determine if expansion services should be extended.
- The use of telephonic services may be utilized in certain instances when the SoonerCare member does not have access to telehealth equipment.

# TELEHEALTH COVID-19, CONT.

- When codes are based on a time element, documentation should show time in and time out.
- Providers are encouraged to create internal policies and procedures regarding the use of telehealth, during the public health emergency period.
- The client's record indicate why telehealth services were utilized if the service was not reimbursed via telehealth prior to March 16, 2020.

# TELEHEALTH COVID-19, CONT.

- Pediatric behavioral health screenings for ages five and older, are not required for telehealth well child visits.
- Providers will continue to receive payment for immunization administration when provided outside of a well-child visit. The vaccine code must be on the claim.
- In-person follow-up visits, after a telehealth visit are not required
- If the patient has already signed a consent form, a new consent is not required.

# ELIGIBLE SERVICES

Examples include:

- Medical
- Behavioral Health
- Dental
- Physical Therapy
- Occupational Therapy

# TELEHEALTH PLATFORMS

- During the COVID-19 public health emergency, third-party video applications may be utilized.
  - Apple Facetime
  - Facebook Messenger
  - Zoom
  - Google Hangouts
  - Skype
- Providers are encouraged to inform patients that third-party applications may present privacy risk.
- Encryption and privacy settings should be enabled.

# TELEHEALTH PLATFORMS; CONT.

- Vendors that provide HIPAA-compliant products and will enter into a HIPAA business associate agreement include,
  - Skype for Business / Microsoft Teams
  - Updox
  - VSee
  - Zoom for Healthcare
  - Doxy.me
  - Google G Suite Hangouts Meet
  - Cisco Webex Meetings / Webex Teams
  - Amazon Chime
  - GoToMeeting
  - Spruce Health Care Messenger

# TELEHEALTH BILLING

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- Telehealth visits
  - E&M visit codes 99201-99205 and 99211-99215
  - Well child check visits for age 2 and over 99382 – 99385 and 99392-99395
  - GT modifier
- Telephonic visits
  - Physicians, Nurse Practitioners and PAs use codes 99441-99443
  - All other provider types use codes 98966-98968

# TELEHEALTH BILLING; CONT.

- RHC, FQHC and ITU encounters are defined as a face-to-face contact between a health care professional and a member.
- Telehealth services can be billed at the all inclusive rate/PPS rate.
- Telephonic services will be paid at the fee-for-service rate.

# FQHC TELEHEALTH BILLING

- Telehealth encounter
  - On line one bill the T1015 procedure code with the GT modifier.
  - On line two bill the appropriate E & M code without the GT modifier
  - Line one will be at the encounter rate and line two will deny.
  
- Telephonic services
  - On line one bill the T1015 procedure code with or without the GT modifier.
  - On line two bill the appropriate E & M code with the GT modifier
  - Line one will deny and line two will be at the fee-for-service rate.

# RHC TELEHEALTH BILLING

- Telehealth encounter
  - On line one bill the 521 Rev code and the appropriate E & M code with the GT modifier.
- RHCs must have an additional fee-for-service contract to bill for telephonic services at the fee-for-service rate.

# TPL TELEHEALTH BILLING

- TPL claims should be submitted per each insurance guideline.
  - Modifiers and codes may not match.
  - Make a note on the EOB stating the primary insurance requires a different modifier and/or code.
- Members must follow network restrictions and guidelines of the primary carrier.

REMINDERS

# REMINDERS

- Effective March 19, 2020, all providers must submit their claims electronically through EDI or the Provider Portal.
- Physician contracts expire September. 30, 2020. If you have any questions, please contact provider enrollment at 800-522-0114, option 5, or email [ProviderEnrollment@okhca.org](mailto:ProviderEnrollment@okhca.org).

# WEB ALERTS

Oklahoma HealthCare Authority

about us | individuals | providers | research | policy | contact us | search

**Read up on OHCA!**  
View the 2018 Annual Report!

Back Forward Play Pause

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View the 2018 Annual Report

[IRS 1095-B Tax Form](#)  
Click here to find out more!

[View All Banners](#)

If you, or someone you know, is needing help, call the National Suicide Prevention Lifeline at 1-800-273-TALK (8255).

**individuals**

- How to Apply | Enroll Online
- Find A Provider | After Hours OK
- Member Handbook - English | Spanish
- Member Letters | Updates
- Programs | Benefits
- Member Services Helpline

--More Options--

**providers**

- Claim Tools | Types | **Web Alerts**
- Enrollment | EHR Incentive
- Policy | Proposed Changes
- Provider Portal | Training
- Provider Letters | Updates
- Patient-Centered Medical Home
- Medical Authorization Unit

--More Options--

**research and statistics**

- Data & Reports
- Focus On Excellence Reports
- State Plans and Waivers

--More Options--

**about us**

- Public Information | Contact Us
- Jobs | News Releases
- Open Government | Liens
- OHCA Board | Committees
- Calendar | Order Publications
- Web Alerts | Social Media
- Community and Tribal Partners

--More Options--

# QUESTIONS?





**OKLAHOMA**  
Health Care Authority

## GET IN TOUCH

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[okhca.org](http://okhca.org)  
[mysooner care.org](http://mysooner care.org)

Agency: 405-522-7300  
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