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This FAQ is to provide guidance on CaIVCB's current policies and procedures for billing mental health telehealth services.

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## **How many mental health telehealth sessions will CaIVCB reimburse?**

CaIVCB will reimburse all telehealth sessions that are within the authorized mental health session limit.

## **Is the Telehealth Verification Form still required?**

In response to COVID-19, mental health providers are not required to submit the Telehealth Verification form and Treatment Plan (TP) at this time.

Typically, CaIVCB allows up to five (5) telehealth sessions per application. Once the five sessions have been reached, the treating mental health provider was required to submit the Telehealth Therapy Verification form and a TP.

## **Which telehealth dates of service can be paid?**

All pending and submitted bills that include telehealth sessions can be reimbursed without the Telehealth Verification form and TP, regardless of the date of service the telehealth session took place.

## **Does CaIVCB reimburse expenses for telehealth equipment?**

Reimbursement is limited to the therapy time for all modalities of treatment.

CaIVCB does not reimburse costs associated with the communication technology (i.e. computers, machines, service fees, etc.) required to utilize the telehealth modality of treatment.

## **Does telehealth count against the claimant's mental health session limit?**

Yes - Telehealth sessions do count against the claimant's mental health session limit.

## What CPT Codes should be used on the CMS 1500 for telehealth sessions?

Mental health providers can use either of the following groups of CPT codes when billing CalVCB for telehealth sessions.

The following CPT codes are reimbursable for mental health telehealth sessions when billed with modifier “GT” in Box 25D:

- 98968: Telehealth, *non-psychiatrist*
- 99443: Telehealth, *psychiatrist*

The following CPT codes are reimbursable for mental health telehealth sessions when billed with modifier “95” in Box 25D:

- 90791: **Intake** – Psychiatric diagnostic interview examination
- 90792: **Intake** – Psychiatric diagnostic interview examination with med management
- 90832, 90834, 90837: **Individual** psychotherapy
- 90846: **Family** psychotherapy without the patient present
- 90847: **Family** psychotherapy with the patient present
- 90853: **Group** psychotherapy

The CPT Code modifier is indicated in box 24 D “Procedures, Services, or Supplies” as shown below:

24. A.	DATE(S) OF SERVICE						B. PLACE OF SERVICE	C. EMG	D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances)			E. DIAGNOSIS POINTER	F. \$ CHARGES	G. DAYS OR UNITS	H. ICD-9-CM Code	I. ID. QUAL.	J. RENDERING PROVIDER ID #	K. OTHER INFORMATION
	From	To	From	To	From	To			PT	HCPCS	MODIFIER							
1																		
2																		

## What code should be used to identify the Place of Service (POS) in box 24 B?

Typically, when health related services are provided through a telecommunication system, the POS code “02” should be used in box 24 B “Place of Service.” While POS code “02” is recommended, CalVCB will continue to accept conventional POS codes (e.g. POS code 11 – *Office*).

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## What audio or video communication technologies/apps are approved to provide telehealth?

The type of technology the provider is to use is not regulated by CaIVCB. We cannot approve nor deny a technology.

Please refer to the appropriate licensing agency for direction. Relevant statutes and regulations and current direction about the provision of telehealth can be found by visiting the following links:

<https://dca.ca.gov/consumers/coronavirus.shtml>

[https://www.psychology.ca.gov/applicants/covid\\_19.shtml](https://www.psychology.ca.gov/applicants/covid_19.shtml)

<https://www.bbs.ca.gov/>

[https://bbs.ca.gov/pdf/updated\\_coronavirus\\_statement.pdf](https://bbs.ca.gov/pdf/updated_coronavirus_statement.pdf)

<https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>

The Office for Civil Rights (OCR) at the Department of Health and Human Services (HHS) is responsible for enforcing certain regulations issued under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). However, OCR will exercise its enforcement discretion and will not impose penalties for noncompliance with the regulatory requirements under the HIPAA Rules against covered health care providers in connection with the good faith provision of telehealth during the COVID-19 nationwide public health emergency.

Under this Notice, covered health care providers may use popular applications that allow for video chats, including Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, or Skype, to provide telehealth without risk that OCR might seek to impose a penalty for noncompliance with the HIPAA Rules