

What is telehealth?

Telehealth encompasses a broad variety of technologies and tactics to deliver virtual medical, mental health, and education services. Telehealth is not a specific service, but a collection of means to enhance care and education delivery.

How many mental health telehealth sessions will CaIVCB reimburse?

Policy has been temporarily modified to allow all telehealth sessions within the authorized session limit.

Which telehealth dates of service can be paid?

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

Are staff required to request and receive the Telehealth Notification Letter?

No- During the COVID-19 nationwide public health emergency, CaIVCB will not require the Telehealth Notification Letter.

Does CaIVCB reimburse expenses for telehealth equipment?

Reimbursement for telehealth is limited to the therapy services.

CaIVCB does not reimburse any 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 are used for mental health telehealth sessions and how do providers bill CalVCB?

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 24D:

- 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 24D:

- 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

CPT Codes and modifiers are indicated in box 24 D “Procedures, Services, or Supplies.”

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. EPSDT Family Plan
	From	To						CPT/HCPCS	MODIFIER				
	MM	DD	YY	MM	DD	YY							
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 typical POS codes (e.g. POS code 11 – *Office*).

Which service codes on the bill calculation screen should be selected when processing mental health telehealth sessions?

016.09: Telephone Therapy for CPT codes 98968 (*non-psychiatrist*) or 99443 (*psychiatrist*)

016.01: Individual for CPT codes 90791 or 90792, 90832, 90834 or 90837

016.02: Group for CPT code 90853

016.03: Family for CPT codes 90846 or 90847

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 or deny a technology.

Please direct the provider to their 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://www.psychology.ca.gov/applicants/covid_19.shtml

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

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