

Provider Notice

To: All Providers
From: PerformCare
Date: March 18, 2020
Subject: Use of Telehealth services during COVID-19

PerformCare would like to provide further direction to Providers as they work through the challenges associated with COVID-19 emergency. PerformCare is in support of Providers efforts to continue to serve our members through the use of telehealth as an alternative to face to face services. This should not be the only way that you consider to provide support to our members. We have received clarification that under the Governor's directive that Health Care providers are expected to remain open, this also applies to Behavioral Health services and providers. We expect that those services that are traditionally office based make some arrangements to be able to see members at the site if that is the most clinically appropriate way to support the person as well as to address urgent walk in needs to current or new persons seeking treatment.

As noted in our March 16 Provider Notice, providers should follow the OMHSAS Memorandum on Telehealth Guidelines Related to COVID-19 (Bulletin OMHSAS-20-20) as well as DDAP informational bulletin (IB 01-20). As noted in the bulletin, providers that are already approved to provide telehealth services by PerformCare and OMSHAS are permitted to implement the expanded use of telehealth services immediately. For new providers, they should follow the direction in the bulletin to submit the Attestation form to OMHSAS and copy PerformCare Account Executive on the submission. Once you receive the OMHSAS approval notice, please email that to PerformCare at ProviderSubmissions@amerihealthcaritas.com.

Here are some things to keep in mind as you develop your processes:

- Telehealth services have now been expanded to include telephonic video technology commonly available on smart phones and other electronic devices, as well as telephone only services when video technology is not available.
- The restriction on provider types who provide telehealth has been lifted, and any individual who meets the requirements to provide services will now be able to provide those services via telehealth.
 - There may be additional guidance from OMHSAS regarding limitations on types of services that can be delivered via telehealth (group services, TSS/BHT, etc). PerformCare will share that with the network once received from OMHSAS.

- Please note- Mental Health Outpatient providers who have an approved telehealth model that was previously approved by OMHSAS and PerformCare should only bill with those telepsych codes/modifiers (GT modifier) when services are delivered per their approved service description- where the individual receiving services is present in the provider's office and connected to the practitioner remotely.
 - Providers are expected to clearly document the mode of service delivery, verbal consent for telehealth services, along with rationale for service.
 - Although it will not be possible to obtain the signatures for services provided remotely, providers should document the reason in the record, and obtain an attestation at a later time to confirm that services were delivered on those dates of service. Providers must develop policy and procedures in how this will be accomplished.
 - The documentation should be clear that the service was medically necessary and meets the needs of the member as outlined in the treatment/service/recovery plan.

Provider billing instructions for Telehealth services

- When Providers render telehealth or telephonic services as an alternative to face to face service, providers should bill with their normal service codes and will be paid the standard rate for the service.
 - Providers should bill with the POS code 02 to designate that the service was delivered via telehealth.

In addition, CABHC has requested and received approval from OMHSAS for a universal APA in response to the COVID-19 State and National Emergency for ambulatory services. This APA will assist providers in supporting their agency and staff by allowing the provider to receive payment when the delivery of billable services is unsure or greatly reduced. TMCA is in the process of requesting approval from OMHSAS for an APA.

Additional information will be provided to you as CABHC, TMCA and PerformCare develops the process.

cc: Lisa Hanzel, PerformCare
 Scott Suhring, Capital Area Behavioral Health Collaborative
 Missy Reisinger, Tuscarora Managed Care Alliance
 PerformCare Account Executives