

Submitting claims for virtual services with eClaims

April 2020



What is eClaims?



How can eClaims help your practice right now?



Reduced credit card fees

Reduced debit and credit fees as patients only pay for the portion not covered by their insurer.



Better access for your patients

Consultations are more affordable for some patient, as their out-of-pocket expenses are reduced significantly.



More business and customer loyalty

Direct billing will give your patients another reason to recommend your services and to come back to you.



Participating insurers













































Available through leading practice management software



















Coming soon













Submitting claims through eClaims for services rendered virtually



What is telepractice?

(Also known as telehealth, virtual consult, digital service)

Involves rendering a healthcare service at a distance without physical contact between the practitioner and the patient.

The services are rendered through the use of technology which may include phone, video-conferencing, email, apps, web-based communication

*Definitions might vary by college. Refer to your college for the definition that applies to you





Follow guidelines from your regulating body

- Review your regulating bodies' standards and telepractice guidelines in detail
 to make sure that you are complying with all regulatory requirements
- Most regulating bodies have posted guidelines for telepractice including details of how and when to provide virtual services to patients.
- The same rules apply as if you were rendering the service in person.
- Additional steps might need to be taken when providing services virtually. For example, ensure that you are safeguarding your patients privacy, storing patient records securely and documenting if the service was rendered virtually



Examples of telepractice guidelines

- Offer virtual consults for the services approved by your college or governing body
- Take precautions to protect the patient's health information
 - Use tools that are PIPEDA-approved
 - Ensure the patient and provider setting is safe, secure and confidential
- Have patient consent to render the service virtually
- Have an existing relationship with the patient





Working with insurers

- Following the regulating bodies position, participating eClaims insurers are accepting claims for virtual services from most extended healthcare professions.
- Insurers have the right to audit and will be monitoring claims for services rendered during the lockdown period. Make sure to maintain records for:
 - Patient consent to receive service virtually
 - Patient records should detail the services provided and indicate if they were rendered virtually
- If you experience an issue with a submitted claim, please contact the insurer directly. Insurer contact information is available on our eClaims resources page.

telushealth.com/eClaimsResources



Working with insurers

- Insurers accepting claims for services rendered virtually might change, depending on the evolution of the situation
- Refer to the eClaims Virtual Services page for the most up-to-date information on insurers accepting claims for virtual services

http://page.telushealth.com/eClaimsVirtualServices-Chiros

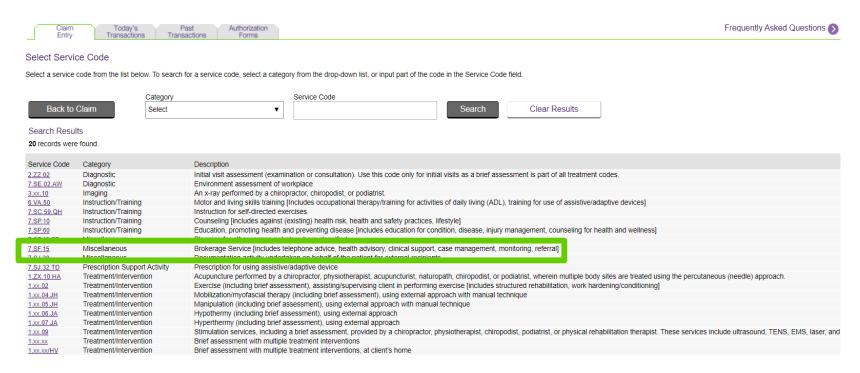


How to submit claims for virtual services on eClaims

- Select your primary practice location as the servicing location when submitting a claim for virtual services.
- The 7.SF.15 service code (Miscellaneous, brokerage service) should be used and your treatment cost should be added to this line.
- In your patient record and patient invoice document the services rendered and that they were rendered virtually.



Always use service code 7.SF.15 when submitting claims for virtual consults



Frequently Asked Questions



Frequently asked questions

Should virtual care sessions cost the same as regular sessions?

- Providers should use their professional judgment with regards to the fees associated with the service
- Providers are expected to advise their patients (upfront) of all fees associated with services rendered virtually

Will TELUS provide tele-practice consent forms?

• No. Providers should develop the consent forms meeting requirements from their regulating body





Frequently asked questions

Will the 30-day window to submit a claim through eClaims be extended?

- This is a concern for providers who don't have access to their records due to the lockdown.
- TELUS is working with insurers to extend the timeframe. TELUS will communicate with providers if there is an update.

What if patients need updated doctors notes to be covered, will this be exempted?

Most insurers will continue to ask for patient notes as a requirement. Sun Life has communicated that they will
exempt this requirement during covid-19.

Can providers submit eClaims for virtual visits through 3rd party Practice Management Software?

 Yes providers can submit eClaims through the TELUS Provider Portal and 3rd party software certified on eClaims.



Thank you

http://page.telushealth.com/eClaimsVirtualServices-Chiros