



# Welcome to the webinar

Submitting claims for virtual  
services with eClaims



## Today's speakers



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# Agenda

1. What is eClaims?
2. Using eClaims for virtual consults
3. Q&A
4. Material to help you

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



**Maximum**  
benefit.

## Available through leading practice management software



Coming soon



| Multi-location clinic 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](https://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

[telushealth.com/eClaimsVirtualServices](https://telushealth.com/eClaimsVirtualServices)

## How to submit claims for virtual services on eClaims

- eClaims does not have a field to allow providers to indicate that the service was rendered virtually
- Submit claims the same way as you would for a regular consultation
- Select your primary practice location as the servicing location when submitting a claim for virtual services.
- Select the service code that best reflects the service rendered
- In your patient record and patient invoice **document** the services rendered and that they were rendered virtually

## Virtual Care service code examples

Service Code	Category	Description
<a href="#">2.ZZ.02</a>	Diagnostic	Initial visit assessment (examination or consultation). Use this code only for initial visits as a brief assessment is part of all treatment codes.
<a href="#">7.SE.02.AW</a>	Diagnostic	Environment assessment of workplace
<a href="#">3.xx.10</a>	Imaging	An x-ray performed by a chiropractor, chiropodist, or podiatrist
<a href="#">6.VA.50</a>	Instruction/Training	Motor and living skills training [Includes occupational therapy/training for activities of daily living (ADL), training for use of assistive/adaptive devices]
<a href="#">7.SC.59.QH</a>	Instruction/Training	Instruction for self-directed exercises.
<a href="#">7.SP.10</a>	Instruction/Training	Counseling [includes against (existing) health risk, health and safety practices, lifestyle]
<a href="#">7.SP.60</a>	Instruction/Training	Education, promoting health and preventing disease [includes education for condition, disease, injury management, counseling for health and wellness]
<a href="#">7.SF.12.ZZ</a>	Miscellaneous	Planning for other reason not elsewhere classified
<a href="#">7.SF.15</a>	Miscellaneous	Brokerage Service [includes telephone advice, health advisory, clinical support, case management, monitoring, referral]
<a href="#">7.SJ.30</a>	Miscellaneous	Documentation activity undertaken on behalf of the patient for external recipients
<a href="#">7.SJ.32.TD</a>	Prescription Support Activity	Prescription for using assistive/adaptive device
<a href="#">1.ZX.10.HA</a>	Treatment/Intervention	Acupuncture performed by a chiropractor, physiotherapist, acupuncturist, naturopath, chiropodist, or podiatrist, wherein multiple body sites are treated
<a href="#">1.xx.02</a>	Treatment/Intervention	Exercise (including brief assessment), assisting/supervising client in performing exercise [includes structured rehabilitation, work hardening/conditioning]
<a href="#">1.xx.04.JH</a>	Treatment/Intervention	Mobilization/myofascial therapy (including brief assessment), using external approach with manual technique
<a href="#">1.xx.05.JH</a>	Treatment/Intervention	Manipulation (including brief assessment), using external approach with manual technique
<a href="#">1.xx.06.JA</a>	Treatment/Intervention	Hypothermy (including brief assessment), using external approach
<a href="#">1.xx.07.JA</a>	Treatment/Intervention	Hyperthermy (including brief assessment), using external approach
<a href="#">1.xx.09</a>	Treatment/Intervention	Stimulation services, including a brief assessment, provided by a chiropractor, physiotherapist, chiropodist, podiatrist, or physical rehabilitation therapist
<a href="#">1.xx.xx</a>	Treatment/Intervention	Brief assessment with multiple treatment interventions
<a href="#">1.xx.xx.HV</a>	Treatment/Intervention	Brief assessment with multiple treatment interventions, at client's home

# Frequently Asked Questions



# Frequently asked questions

## Will eClaims have new service codes for virtual services?

- New services codes for virtual services will not be added. Select the service code that best describes the service rendered

## 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

## How will payments for virtual consultations be made?

- Payments for virtual consultations will be made in the same way as for regular consultations.



# 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 3<sup>rd</sup> party Practice Management Software?**

- Yes providers can submit eClaims through the TELUS Provider Portal and 3<sup>rd</sup> party software certified on eClaims.

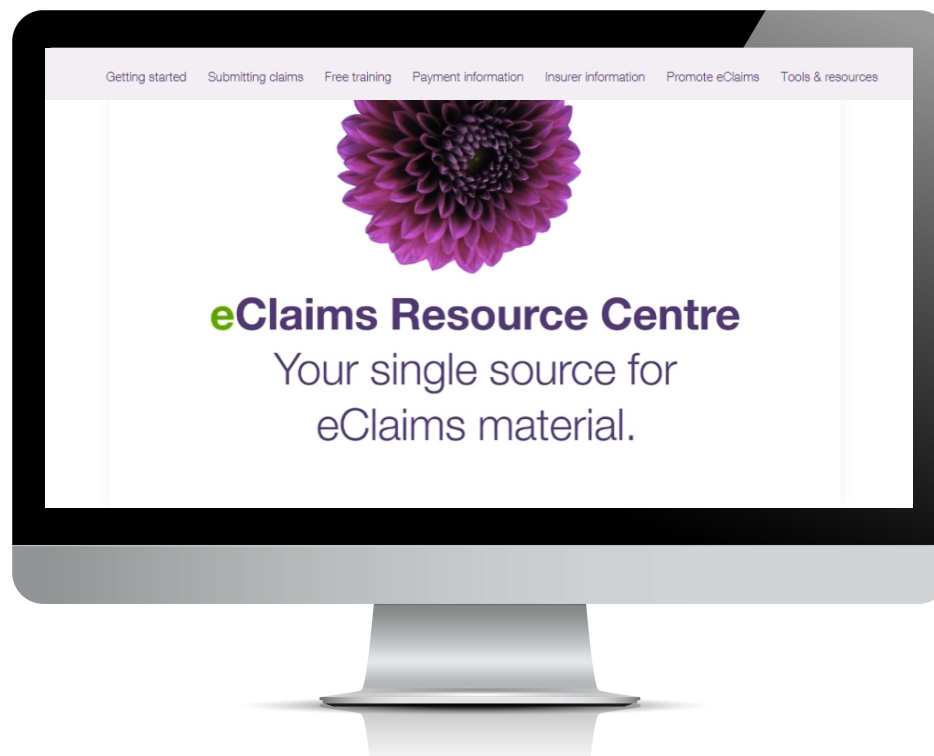


# Helpful links

TELUS Proprietary



[telushealth.com/eClaimsVirtualServices](https://telushealth.com/eClaimsVirtualServices)



[telushealth.com/eClaimsResources](https://telushealth.com/eClaimsResources)

# Thank you

[telushealth.com/eClaimsVirtualServices](https://telushealth.com/eClaimsVirtualServices)