



# Welcome to the webinar

Submitting claims for virtual  
consultations with eClaims.





# Agenda

1. Using eClaims for virtual consultations
2. Resources to help you



# 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 body's standards and telepractice guidelines** in detail.
- Most regulating bodies have posted guidelines for telepractice.
- Additional steps might need to be taken when providing services virtually.



# Working with insurers

- Following the regulating bodies' positions, participating eClaims insurers are accepting claims for virtual services from many extended healthcare professions.
- Insurers have the **right to audit** and will be monitoring claims for services rendered. 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**.
- Insurers accepting claims for services rendered virtually **might change**.

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

# 4 steps to use eClaims for virtual services

1. Select the physical location associated with your business.
2. You now have **three options to select from**, for where the service was rendered: your location, your patient's location or virtually.
3. Select the service code that best reflects the service rendered.
4. In your patient record and patient invoice, **document the services rendered** and that they were rendered virtually.

**Additional Claim Information**

Payable To\*  
Select

Is this an injury caused by an accident? \*  
 Yes  
 No

Was this service prescribed or a referral?  
 Yes  
 No

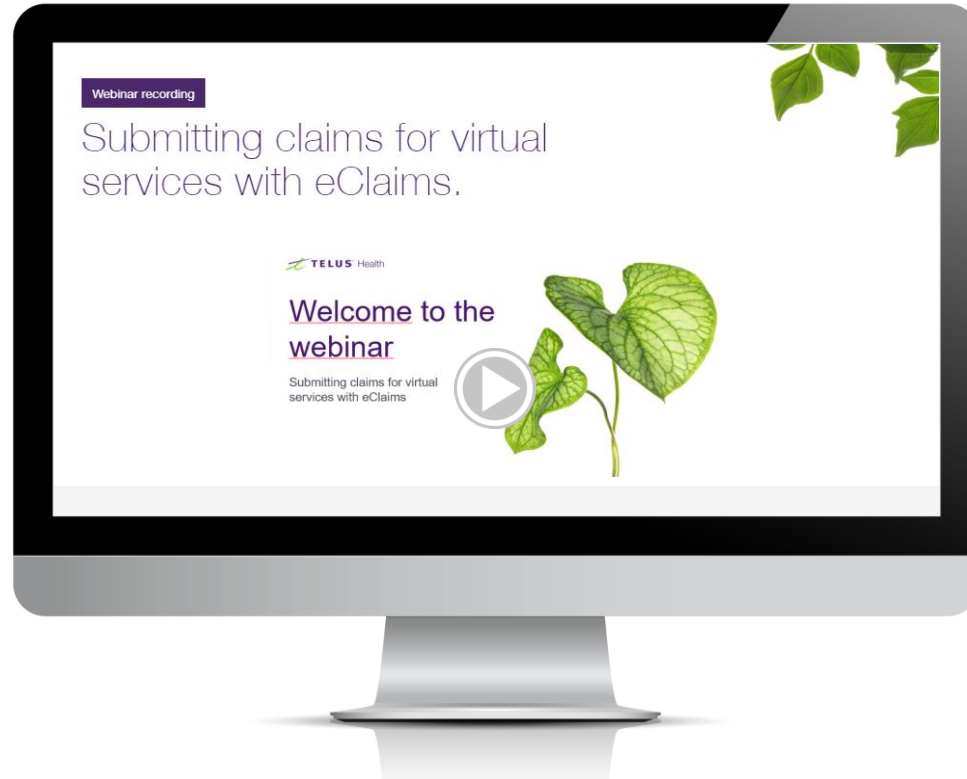
**Where was the service rendered? \***  
 In person, at the clinic  
 In person, at the patient's location  
 Virtually

# Virtual care service code examples

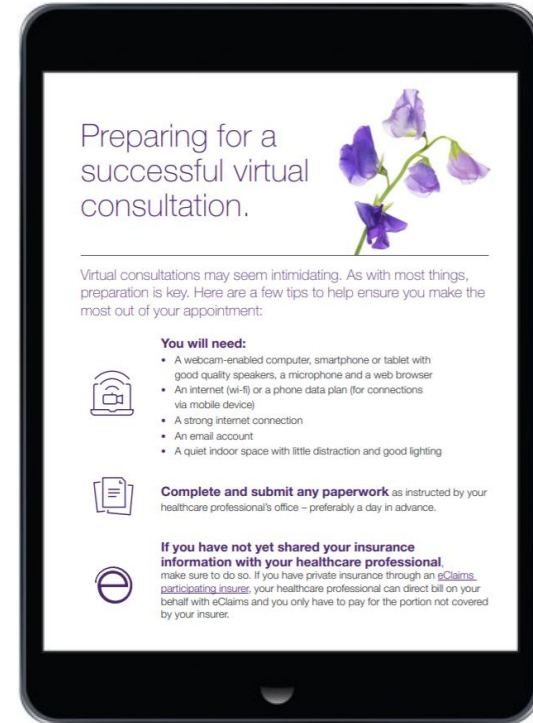
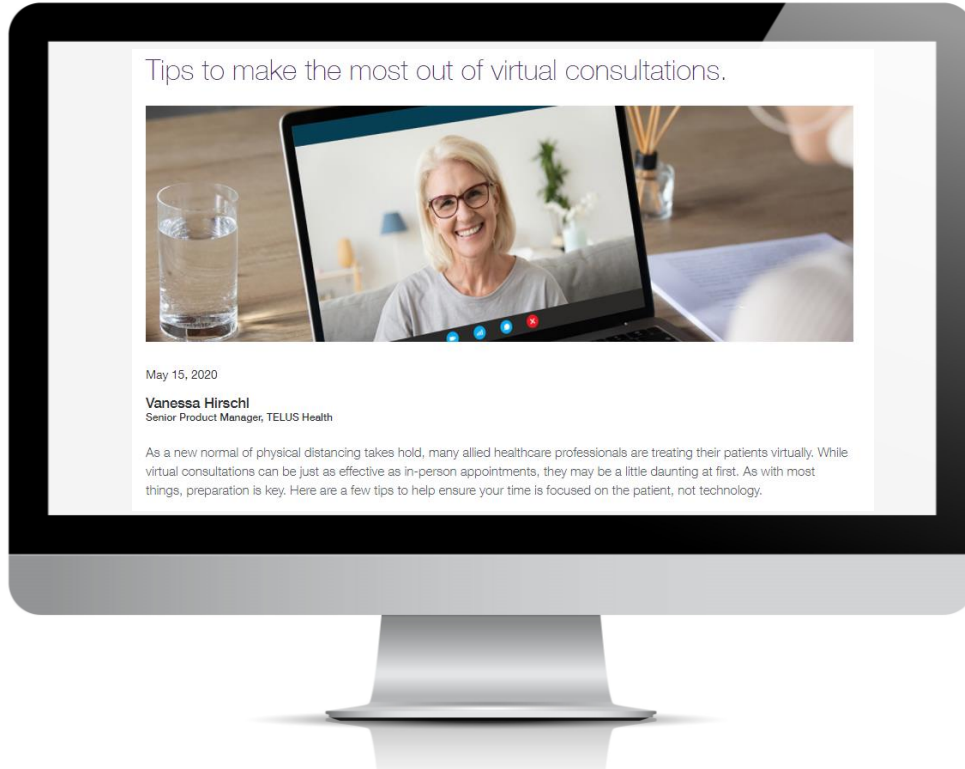
Service Code	Category	Description
<a href="#">2.ZZ.02</a>	Diagnostic	Initial visit assessment (examination or consultation). Use this code only for initial visits as a brief assessment is part of all treatment codes.
<a href="#">7.SE.02.AW</a>	Diagnostic	Environment assessment of workplace
<a href="#">3.xx.10</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="#">999001</a>	Supplies	Enhanced personal protective equipment (including gowns, masks, hair and shoe coverings, face shields) for services rendered in person during a pandemic or public health crisis
<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 using the percutaneous (needle) approach.
<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. These services include ultrasound, TENS, EMS, laser, and IFC.
<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

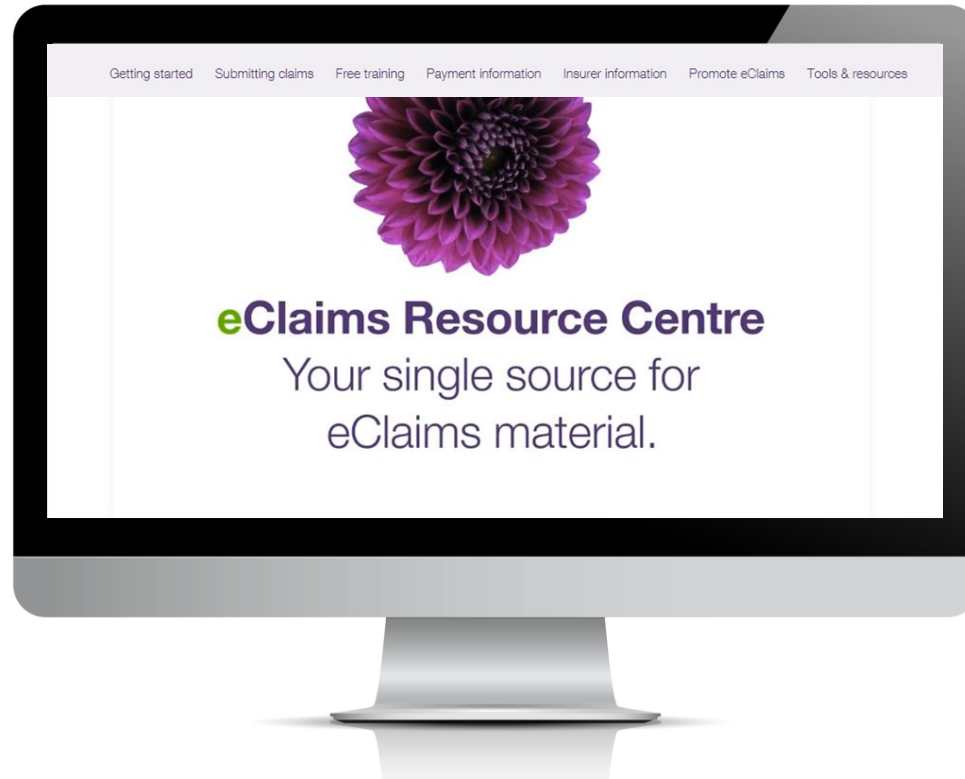
**New PPE service code**





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





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Thank you.