

Welcome to the webinar

Submitting claims for virtual consultations with eClaims.







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



Submitting claims through eClaims for services rendered virtually





- 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**.

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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.

Additio	nal Claim Information
Payable Select	To*
Is this an	injury caused by an accident?
⊖Yes	
⊖ No	
Was this	service prescribed or a referral?
⊖Yes	
⊖ No	
Where w	as the service rendered? *
⊖ In per	son, at the clinic
) In per	son, at the patient's location
	lly



Virtual care service code examples

Service Code	Category	Description
2.ZZ.02	Diagnostic	Initial visit assessment (examination or consultation). Use this code only for initial visits as a brief assessment is part of all treatment codes.
7.SE.02.AW	Diagnostic	Environment assessment of workplace
3.xx.10	Imaging	An x-ray performed by a chiropractor, chiropodist, or podiatrist.
6.VA.50	Instruction/Training	Motor and living skills training [Includes occupational therapy/training for activities of daily living (ADL), training for use of assistive/adaptive devices]
7.SC.59.QH	Instruction/Training	Instruction for self-directed exercises.
7.SP.10	Instruction/Training	Counseling [includes against (existing) health risk, health and safety practices, lifestyle]
7.SP.60	Instruction/Training	Education, promoting health and preventing disease [includes education for condition, disease, injury management, counseling for health and wellness]
7.SF.12.ZZ	Miscellaneous	Planning for other reason not elsewhere classified
7.SF.15	Miscellaneous	Brokerage Service [includes telephone advice, health advisory, clinical support, case management, monitoring, referral]
7.SJ.30	Miscellaneous	Documentation activity undertaken on behalf of the patient for external recipients
7.SJ.32.TD	Prescription Support Activity	Prescription for using assistive/adaptive device
999001	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
1.ZX.10.HA	Treatment/Intervention	Acupuncture performed by a chiropractor, physiotherapist, acupuncturist, naturopath, chiropodist, or podiatrist, wherein multiple body sites are treated using the percutaneous (needle) approach.
1.xx.02	Treatment/Intervention	Exercise (including brief assessment), assisting/supervising client in performing exercise [includes structured rehabilitation, work hardening/conditioning]
1.xx.04.JH	Treatment/Intervention	Mobilization/myofascial therapy (including brief assessment), using external approach with manual technique
1.xx.05.JH	Treatment/Intervention	Manipulation (including brief assessment), using external approach with manual technique
1.xx.06.JA	Treatment/Intervention	Hypothermy (including brief assessment), using external approach
1.xx.07.JA	Treatment/Intervention	Hyperthermy (including brief assessment), using external approach
1.xx.09	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.
1.xx.xx	Treatment/Intervention	Brief assessment with multiple treatment interventions
1.xx.xx/HV	Treatment/Intervention	Brief assessment with multiple treatment interventions, at client's home

New PPE service code





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Tips to make the most out of virtual consultations.



May 15, 2020

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As a new normal of physical distancing takes hold, many alled healthcare professionals are treating their patients virtually. While virtual consultations can be just as effective as in-person appointments, they may be a little daunting at first. As with most things, preparation is key. Here are a few tips to help ensure your time is focused on the patient, not technology.

Preparing for a successful virtual consultation.



Virtual consultations may seem intimidating. As with most things, preparation is key. Here are a few tips to help ensure you make the most out of your appointment:

You will need:

- · A webcam-enabled computer, smartphone or tablet with
- good quality speakers, a microphone and a web browser • An internet (wi-fi) or a phone data plan (for connections
- via mobile device)
- A strong internet connection
- An email account
- A quiet indoor space with little distraction and good lighting



Complete and submit any paperwork as instructed by your healthcare professional's office – preferably a day in advance.

If you have not yet shared your insurance information with your healthcare professional,



make sure to do so. If you have private insurance through an <u>Claims</u> <u>participating insurer</u>, your healthcare professional can direct bill on your behalf with eClaims and you only have to pay for the portion not covered by your insurer.





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Thank you.