Communication Release

1/28/2022

Telehealth Modifier Billing Follow-up

The configuration for the new telehealth modifiers was completed on Tuesday, 1/11/2022. SAPC has been monitoring claims submitted using the telehealth modifiers over the past two weeks and has identified a few items for clarification to support accurate billing using the new telehealth modifiers. Please read through the bullet points below and review the Claiming for Telehealth Using Modifiers job aid to better understand how to bill SAPC for services provided via telehealth on or as of 1/1/2022.

- ❖ **The telehealth modifiers should ONLY be used for services delivered on or after January 1, 2022**. If billing for services prior to 1/1/2022 that were delivered via telephone/telehealth, please continue with the previous telehealth practice of billing the procedure code without the modifier but include the place of service location code of, '02' for secondary providers billing through 837s and 'telehealth' for primary providers billing through ProviderConnect.

- ❖ For services delivered on or after 1/1/2022 via telephone/telehealth, **when using the procedure codes with the telehealth modifiers SC or GT, it is required that the place of service/location code is entered as either '02' or 'telehealth' depending on how the provider submits billing SAPC**:

  - ❖ *For primary providers:* The Location code selected on the Treatment Details screen must be selected as 'Telehealth' if a Procedure Code with a telephone/telehealth modifier was selected.
  - ❖ *For secondary providers:* Telephone and telehealth services included on 837P files must include the appropriate modifier with the CPT code for the service and must include the place of service code – 02 - to indicate the service was delivered via telehealth/telephone.

Updated Provider Activity Report Reminder

On Tuesday, January 4, 2022 SAPC released the updated Provider Activity Report to improve the functionality and workability of the report with a goal of enhancing billing efficiency for providers and to support primary provider billing of services provided via telehealth.

The following items have been updated on the report:
- ❖ The report will no longer be viewable in a pop-up window but will instead be available via a CSV export file. The format has changed to improve usage of the report by having the report in Excel format without the extra rows and columns that were present in the pop-up version of the report.
- ❖ Addition of a column for Method of Service Delivery as selected on the progress note. This is an important addition that will support the billing of services provided via telehealth.
- ❖ Addition of columns to include the documentation and travel dates and times from the progress note for field-based services.

When running the updated Provider Activity Report, after selecting parameters, the user will encounter a screen that indicates, "Preparing data for export, please wait…" and will display a loading icon under the message. When the report is ready for download, the message will change to "Data prepared for export. Please save CSV file to view full report" and a red button will appear under the message saying, "Export Provider Activity Report." The red button must be clicked to download the CSV file to the user's computer. The file can then be opened in Excel to view the data.

When running the Provider Activity Report, SAPC recommends selecting date parameters no more than 30 days at a time. For time periods with a high volume of notes, it is possible that the parameters may need to be shortened in order for the report to successfully load. If the report is run and data is not received, shorten the time parameters selected to reduce the volume of notes on the report output.

Providers should also note that there may be a delay from when a progress or miscellaneous note is entered in Sage and when it is available to show on the Provider Activity Report. Notes entered may take until the following day to appear on the report for the time period selected. This delay should be taken into account in agency workflows to ensure all services are being accounted for when billing SAPC.