



Policies and Procedures

Tarzana Treatment Centers, Inc.

Title: Telehealth Policy

POLICY

It is the policy of Tarzana Treatment Centers (TTC) to use telehealth technology to improve access to care by making TTC clinical staff available to patients at other TTC sites, at home, and at other organizations. The scope of the policy includes video-conferencing using CTN Connect or WebEx and use of TTC's telemedicine carts.

Consent

Based on California AB 415, TTC requires that the patient grant verbal consent to participate in telehealth and that the provider record the patient's consent in the medical record. TTC implements this policy by requiring that the provider or, a staff member assisting the provider, record in an Avatar progress note the patient's consent to use of telehealth technology. If the patient is participating in a course of treatment, the provider need not record the consent in every progress note; recording the patient's consent prior to the initial telehealth session is sufficient.

Charge Entry and Reimbursement

Medicare

Medicare will reimburse only for telehealth sessions delivered to patients located in areas that are designated as rural. None of TTC's offices are located in rural areas so telehealth services provided between TTC sites are not reimbursable.

Medi-Cal

With the current exception of Drug Medi-Cal, Medi-Cal will reimburse for telehealth services covered by the scope of this policy. Reimbursement by Medi-Cal requires that the modifier "GT" be used when recording the service code for telehealth. This modifier can be entered via the various "Client Charge Input" forms – see the image below.

If the service is recorded via an ambulatory progress note, the modifier cannot be added in the progress note but must be added by Patient Accounts staff via the "Edit Service Information" form. The modifier must be added

The screenshot shows a web application interface for 'Client Charge I'. At the top, there are navigation links for 'Home', 'Registry Settin', and 'Client Charge I'. Below this is a 'Client Charge Input' section with a 'Submit' button and a set of utility icons. The main form area contains several fields: 'Date Of Service' with a date picker and 'T' and 'Y' buttons; 'Client ID' with a text input and a search icon; 'Episode Number' with a dropdown menu; 'Program' with a dropdown menu; 'Service Code' with a text input and a search icon; and 'Modifiers' with a highlighted yellow area containing a text input.

Private Insurance

Most of TTC's contracts with private insurance carriers cover telehealth services. The modifier "GT" will be used when recording charges for those services. See the directions above under Medi-Cal.