

## COVID-19 Updates for Physical Therapists, Occupational Therapists, and Speech Therapists – 3/20/20

Physical therapists (PT), occupational therapists (OT), and speech therapists (ST) may render telehealth services to MVP Health Care® (MVP) commercial and Medicaid members in New York and Vermont.

During the declared State of Emergency, MVP will reimburse for PT, OT, and ST services for subsequent visits only for existing patients, initial evaluations are not covered. PT, OT, and ST providers may not perform telehealth visits telephonically. Providers should only bill within their scope of practice and should not bill for physical manipulation if they are not physically manipulating the patient. All visits will count toward a members' annual allotment of visits.

Claims submitted with standard CPT codes and 02 as the place of service will be paid with no cost-share for Medicaid and commercial members. In addition, either modifier 95 or GT should be appended to the claim as appropriate.

Additional information regarding covered services for MVP Medicare members will be forthcoming. To view MVP's telehealth policy, visit [mvphealthcare.com/PRM](http://mvphealthcare.com/PRM), then select *Payment Policies*, then on the table of contents select *Telehealth*.

### Enforcement of Telehealth Remote Communications

Effective immediately, the Office for Civil Rights (OCR) at the Department of Health and Human Services (HHS) will exercise its enforcement discretion and will not impose penalties for noncompliance with the regulatory requirements under the HIPAA Rules against covered health care providers in connection with the good faith provision of telehealth during the COVID-19 State of Emergency. Providers who want to use audio or video communication technology to provide telehealth during the State of Emergency can use any non-public facing remote communication product that is available to communicate with patients.

- Examples of **Acceptable Platforms** (non-public facing): Apple FaceTime, Google Suite Hangouts Meet, Skype for Business
- Examples of **Unacceptable Platforms** (public facing): Facebook Live, Twitch, TikTok

The evaluation and management (E/M) code that is used for telehealth visits must match the level of service provided. The most appropriate E/M codes to bill are level two and level three visits (CPT codes 99212 and 99213).

To view all faxed messages, visit [mvphealthcare.com/FastFax](http://mvphealthcare.com/FastFax).

To receive future FastFax messages by email, send a request to [MVPFastFax@mvphealthcare.com](mailto:MVPFastFax@mvphealthcare.com).

**Questions?** Contact your MVP Professional Relations Representative or call the MVP Customer Care Center for Provider Services at 1-800-684-9286.

