

Telehealth Quick Reference Guide

June 2020

Summary

TriWest has worked in collaboration with the Department of Veterans Affairs' (VA) Office of Community Care to facilitate Telehealth capabilities in the Behavioral Health community. Given the surge in demand among providers and Veterans due to COVID-19, TriWest has expanded the scope of Telehealth services beyond Behavioral Health. TriWest has been capturing which providers have telehealth capabilities in appointing systems to quickly identify and appoint to these providers if a Veteran prefers a telehealth appointment.

Important Details:

- Telehealth services may be provided through Patient-Centered Community Care (PC3) and Community Care Network (CCN) utilizing current Medicare guidelines.
- Providers can bill using the Medicare telemedicine methodology and guidance during COVID-19 to be paid at the face-to-face rate.
- TriWest will pay the providers' claims for the Telehealth services if there is an authorization on file (except Urgent Care where no authorization is required), the scope of services are appropriate for a Telehealth visit (no physical procedures are billed that would require face-to-face delivery of care), and the claim is consistent with Medicare guidance for place of service and modifiers.
- The CPT codes on the SEOCs do not need to include any additional telehealth specific codes for a telehealth claim to be paid.
- Telehealth is an option for community care appointments under PC3 and CCN for both initial and follow-up appointments as appropriate for the referred condition. It can be used as needed along with face-to-face care where some physical evaluation or procedures are required.

Special Considerations

When appointing for Telehealth, extra considerations should be made. Below are questions TriWest asks Veterans to determine Telehealth capabilities and comfort level:

- "What care are you comfortable receiving via telehealth?"
- "Do you have a secure (i.e., password-protected) Internet connection?"

- “Do you have either a webcam with a microphone on your computer or front-facing camera on your tablet/smartphone?”
- “Are you comfortable, able and willing to download a Telehealth application and/or other Telehealth information to your device?”
- “Do you have a room or location in your home that will allow you privacy for your Telehealth session?”
 - If Veteran does not have a private location, then ask, “Are you interested in a point-to-point location?”
 - A point-to-point location would involve the Veteran commuting to an originating site (usually a small clinic or health center) and attending their telehealth session there via high-speed network with a distant telehealth provider.

Guidelines

To ensure a positive experience for the Veteran, please adhere to the following guidelines:

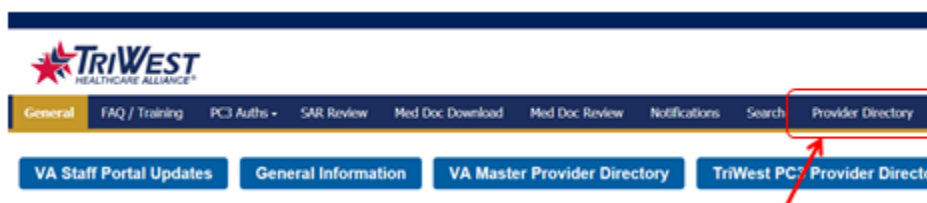
- The Veteran **MUST** be dressed appropriately for the session.
 - Inform the Veteran that this session is no different than that of a face-to-face appointment. Inappropriate clothing or lack thereof will result in termination of the session.
- All weapons must be secured prior to the session to avoid any inadvertent cause for alarm.
- The Veteran **MUST** have a space to perform the Telehealth session that is private, safe, and secure. This is to protect the Veteran’s privacy.
- Should the Veteran become uncomfortable during the session and wish to return to community based face-to-face care, they are allowed to do so at any time.
 - A new authorization will be required as this will be considered a new consult.

How to Appoint to a Telehealth Provider Using the TriWest Provider Directory

Step 1: Determine Veteran Preferences

- When collecting the Veteran preferences for receiving care in the community, ask if they prefer a telehealth appointment with a provider.
- If the Veteran does not prefer a telehealth appointment, follow the normal face-to-face appointing process.

Step 2: Log In to the TriWest VA Portal



- Click on the Provider Directory as indicated by the red arrow to go to the Provider Directory search tool.
 - Note: The above screenshot is from the PC3 VA Portal, the CCN version of the portal will have a different menu layout, but the tool will remain the same.
- If you are unable to access the TriWest VA Portal, contact your VAMC Portal Administrator or the Office of Community Care (OCC).

Step 3: Using the Provider Directory Tool / Areas of Interest

- When using the Provider Directory Tool, try to limit as few fields as possible when you search. It is best to leave fields defaulted and enter the required fields of **Specialty Group** and **Areas of Interest**. If you receive too many results then you can do the search with small incremental changes to other fields to avoid over filtering the information and having no results.

Care Type (Step 1)	Behavioral Health, Med/Surg	Specialty Type (Step 2)	Andillary, Facility, Hospital, Profe	View Report
Specialty Group (Step 3)		Areas of Interest (Step 4)		
City		Provider Name		
State	All States	Group		
Provider Zip Code		Gender	Both	
County		From Zip Code (Within Miles Radius)		
Languages	All languages	From VAMC/CBOC (Within Miles Radius)	No VAMC/CBOC Selected	
Accepts New Patients	Accept New Patients - Yes	Within Miles Radius	40	
Program Type	Network and Certified	Tax ID		
NPI		Is PCM?	Both	

- Select the appropriate **Specialty Group** depending on what type of care is required.

The screenshot shows a search interface with the following elements:

- Care Type (Step 1):** Behavioral Health, Med/Surg
- Specialty Type (Step 2):** Ancillary, Facility, Hospital, Profe
- Specialty Group (Step 3):** (Select All), Urgent Care, Retail Care, Primary Care, Acupuncture, Addiction Medicine, Allergy and Immunology, Ambulatory Surgery Center, Anesthesiology, Audiology, Behavioral Health Clinic, Behavioral Health Prescribing, Behavioral Health Psychotherapy
- Areas of Interest (Step 4):** (Empty dropdown)
- City:** (Empty text box)
- State:** (Empty dropdown)
- Provider Zip Code:** (Empty text box)
- County:** (Empty text box)
- Languages:** (Empty dropdown)
- Accepts New Patients:** (Empty dropdown)
- Program Type:** (Empty dropdown)
- NPI:** (Empty text box)
- Within Miles Radius:** (Empty text box)
- From VAMC/CBOC (Within Miles Radius):** No VAMC/CBOC Selected
- View Report:** (Button)

- Go to **Areas of Interest** and click the drop-down arrow. Remove the checkmark for **All Areas of Interest** and select the appropriate AOI. Selecting more than one AOI will result in a broader array of results. Areas of Interest, or AOIs, are TriWest’s notes placed on a provider by location. It is recommended to verify the provider can deliver the service before accepting their appointment information for a Veteran.

The screenshot shows the search interface with the **Areas of Interest (Step 4)** dropdown menu open. The menu includes the following options:

- (Select All)
- _All Areas of Interest
- AP-Telehealth Appoint by Email
- AP-Telehealth Appoint by Fax
- AP-Telehealth Appoint by Phone
- AP-Telehealth Appoint Online
- BH-Acceptance and Commitment Therapy (ACT) for d
- BH-ADD/ADHD
- BH-Addictions
- BH-Adjustment Disorder
- BH-Adoption Issues
- BH-Anger Management
- BH-Anxiety Disorder

- **Key Areas of Interest** – These AOIs are used to assist appointers in effectively scheduling referrals to a telehealth provider’s preferences in a timely manner.
 - **TH – Telehealth [State Abbreviation]** – These are typically Behavioral Health providers that are licensed in a specific state, indicated by the abbreviation
 - **TH – Telehealth COVID Available** – These are providers that have indicated they have telehealth services temporarily available through the duration of the COVID pandemic
 - **TH – Point to Point** – Indicates that the site will support a Veteran to connect to the provider via another commercial location and may provide peripherals for conducting physical exams
- **Searching for a Provider** – Given the rapid scale of telehealth capabilities within the community for Medical/Surgical providers, TriWest maintains two processes for finding Behavioral Health and Medical/Surgical providers. See below instructions on how to search for each provider type:
 - **Behavioral Health** – To search for a Behavioral Health Telehealth Provider, you will want to search on the following criteria:
 - Step 1: Select the appropriate **Specialty Group**

- Step 2: Select the **Telehealth AOI** for the state in which Veteran is located.
 - For example, for a referral that requires psychotherapy care for a Veteran that is located in Arizona, the appointer would select “Behavioral Health Psychotherapy” in the Specialty Group field and “TH – Telehealth AZ” in the AOI field
 - Within the Areas of Interest field, select a sub-specialty if you believe the specialty field is too broad (i.e., any item that begins with BH)
- Step 3: Filter on **Program Type** to select PC3 or CCN (depending on what VAMC you are located in)
- Step 4: Click **View Report** to generate results and review the provider’s information in full to make the best selection
- **Medical/Surgical** – To search for a Medical/Surgical Telehealth Provider, you will want to search on the following criteria:
 - Step 1: Select the appropriate **Specialty Group**
 - Step 2: Select **TH – COVID Available** in the Area of Interest field.
 - Step 3: Select the state in which the Veteran is located in the **State** field.
 - Step 4: Filter on **Program Type** to select PC3 or CCN (depending on what VAMC you are located in)
 - Step 5: Click **View Report** to generate results and review the provider’s information in full to make the best selection

Example: A search result for Behavioral Health providers in Arizona that have telehealth capabilities:

Abdullah, Iman , LPC Counselor / Mental Health	6625 S Rural Rd Ste 111 Tempe, AZ 85283	Miles: County: MARICOPA
Program: Network Provider Type: Individual	Group: Ima Abdullah LPC	Gender: Female PartyID: 806848
Accepts New Patients: Yes	NPI: 1366782914	Email: labdullah01@gmail.com
Language:	Area Of Interest: Anxiety Disorder - BH AP-Telehealth Appoint by Email Depressive Disorder - BH Grief Counseling - BH TH-Telehealth AZ	Phone/Fax: 480-345-9888 ③ 480-345-2126 ③
Tax ID: 378523080		
Anderson, Dorothy L, LCSW Social Worker	13260 N 94th Dr Ste 100 Peoria, AZ 85381	Miles: County: MARICOPA
Program: Network Provider Type: Individual	Group: Desert View Counseling & Consulting	Gender: Female PartyID: 181065
Accepts New Patients: Yes	NPI: 1902005853	Email: referrals@dvcc.com
Language:	Area Of Interest: ADD/ADHD - BH Anger Management - BH Anxiety Disorder - BH AP-Telehealth Appoint by Email AP-Telehealth Appoint by Fax Behavior Modification - BH Bi-Polar Disorder - BH Christian Counseling - BH Couples/Marriage Therapy - BH Post Partum Depression - BH Post Traumatic Stress Disorder - BH TH-Telehealth AZ	Phone/Fax: 623-487-7763 ③ 623-486-8276 ③
Tax ID: 860985265		
ARAMBURO, ASA RACQUEL , LCSW Social Worker / Clinical	124 SW 8th St Redmond, OR 97756	Miles: County: DESCHUTES
Program: Certified Provider Type: Individual	Group: Asa R Aramburo LCSW	Gender: Female PartyID: 60883
Accepts New Patients: Yes	NPI: 1306289277	Email: asa.aramburo@yahoo.com
Language: Spanish	Area Of Interest: ADD/ADHD - BH Depressive Disorder - BH Domestic Violence - BH Obsessive Compulsive Disorder - BH Post Traumatic Stress Disorder - BH TH-Telehealth AZ	Phone/Fax: 541-610-3913 ③ 541-504-5805 ③
Tax ID: 462488740		

Example: A search result for Physical Therapists in Arizona that have telehealth capabilities:

Allegro, Kelly L , PT Physical Therapist	5055 E Washington StSte 125 Phoenix, AZ 85034	Miles: County: MARICOPA
Program: Network Provider Type: Individual	Group: Touchstone Rehabilitation	Gender: Female PartyID: 27953
Accepts New Patients: Yes	NPI: 1134552037	Email: lauren@touchstonerehabilitation.com
Language:	Area Of Interest: Aquatic Therapy - MS TH-Telehealth COVID Available	Phone/Fax: 602-277-1073 ⁵ 602-277-1016 ⁵
Tax ID: 205787714		
Arenson, Noah B , PT Physical Therapist	4850 E Baseline Rd Ste 114 Mesa, AZ 85206	Miles: County: MARICOPA
Program: Certified Provider Type: Individual	Group: Contact Physical Therapy	Gender: Male PartyID: 131023
Accepts New Patients: Yes	NPI: 1659370617	Email: kelly@contactbilling.com
Language:	Area Of Interest: TH-Telehealth COVID Available	Phone/Fax: 480-396-2781 ⁵ 480-854-3094 ⁵
Tax ID: 710951539		
Bednar, Albert J II, DPT Physical Therapist	1255 W Rio Salado Pkwy Ste 107 Tempe, AZ 85281	Miles: County: MARICOPA
Program: Certified Provider Type: Individual	Group: Sonoran Spine Center PC	Gender: Male PartyID: 323498
Accepts New Patients: Yes	NPI: 1538258496	Email: jjimenez@tbphysicaltherapy.com
Language:	Area Of Interest: TH-Telehealth COVID Available	Phone/Fax: 602-443-6480 ⁵ 480-534-4003 ⁵
Tax ID: 860932297		

Step 4 (Behavioral Health Only):

Once a provider is found on the Provider Directory that meets all of the requirements for the referral, VA appointers can review the Area of Interest information for any AOI that may indicate a specific appointing requirement:

- AP – Telehealth Appoint by Email – Indicates a provider must receive appointment requests through a specific email process that may or may not involve a form
- AP – Telehealth Appoint by Fax – Indicates a provider must receive appointment requests by fax and may or may not involve a form
- AP – Telehealth Appoint by Phone – Indicates a provider has submitted appointing preferences to receive appointment requests by phone
- AP – Telehealth Appoint Online – Indicates a provider has a web based scheduling system for directly appointing care

If any of these **Areas of Interest** are listed, the provider will not respond to the appointment request based on assigning it in HSRM alone. To successfully appoint to these providers follow the guidelines in the [TBH Directory Instructions/Data Dictionary](#).