

It is important that your staff monitor updates and changes on COVID-19 processes, located on the South Country Health Alliance website at <https://mnscha.org> on the Home page click on the yellow highlighted text [South Country Provider Resources and Information for COVID-19](#).

Telehealth Service Update document has been revised. Here are some changes you will find:

- The limitation on payment for telehealth (telemedicine) services to three per week for a South Country member has been temporarily suspended as of March 19, 2020.
- Effective April 1, 2020, Medicaid coverage for telehealth services includes telehealth services provided via telephone. Evaluation and management services provided via telephone must be billed with the most appropriate telephone Current Procedural Terminology (CPT) codes. Follow CPT guidelines for use of CPT codes 99441, 99442, and 99443.
- Telehealth providers may not bill condition code DR or modifier CR on telehealth claims during the COVID-19 pandemic period. Providers must continue to use the appropriate telehealth modifiers when billing.

Effective March 17, 2020, and throughout the COVID-19 pandemic period, South Country is following CMS billing guidelines for telehealth services:

- Bill using the CPT/Healthcare Common Procedure Coding System (HCPCS) codes and Place of Service (POS) you would normally bill for the service (i.e., office, outpatient, etc.)
- A member can be in his/her home when receiving services
- Use modifier 95 for professional claims
- Use modifier GO in addition to 95 if the telehealth service was performed in relation to acute stroke
- No billing changes for institutional claims
- Critical Access Hospital (CAH) Method II claims should continue to have modifier GT

COVID-19 Related Lab Codes has been updated to include C9803 and 86318

Personal Care Assistant (PCA) Services Effective May 12, 2020, and throughout the COVID-19 public health emergency, the number of hours that a Personal Care Assistance (PCA) Agency can bill for an individual PCA has increased from 275 hours to 310 hours per month. For detailed information on PCA Services, review our Provider Manual Chapter 23 Personal Care Assistant (PCA) Services.

If you have any questions on these changes, the Provider Contact Center is available to our Providers Monday through Friday from 8 a.m. to 4:30 p.m. The toll-free number is **1-888-633-4055**.

Please remember, if you are a registered user of the South Country Health Alliance Provider Portal, you may send a secure email to the Provider Contact Center during or after regular business hours. You may access the Provider Portal at <https://provider.mnscha.org/scha.provider.aspx>.