

# Virtual Care

## Quick Reference Guide

This short guide will help you bill for your virtual and telemedicine visits when caring for patients via video platforms and/or telephone calls.

<b>Challenge</b>	<b>DoctorCare Best Practices and Recommendations</b>
When can I bill for virtual care?	<ul style="list-style-type: none"><li>● You can bill for virtual care when providing assessments, consultations, counseling, psychotherapy etc. to your patients via video or telephone.<ul style="list-style-type: none"><li>○ The physician must be the one providing the service.</li><li>○ Rebooking appointments etc. are not billable.</li></ul></li></ul>
What codes can I use?	<ul style="list-style-type: none"><li>● Three K codes exist for all telephone and video management of patient care:<ul style="list-style-type: none"><li>○ K080: minor assessment or equivalent.</li><li>○ K081: intermediate assessment or equivalent for a minimum 10 min. Record start &amp; stop times.</li><li>○ K082: mental health/counseling/complex care or equivalent, per unit of time (1 unit = 30 min or greater part thereof). Record start &amp; stop times.</li></ul></li><li>● The K codes are in-basket (paid at 15% on enrolled patients).</li><li>● For OTN users: in-office codes with the B203A tracking code (April 1st 2020 onwards) are acceptable. Switch the Service Location Indicator (SLI) to 'OTN'.</li></ul>
Can I bill the After Hours premium?	<ul style="list-style-type: none"><li>● Yes. All virtual care visit codes are eligible to be billed with the Q012 After Hours premium (30% of fee value top up).</li></ul>

## Challenge

## DoctorCare Best Practices and Recommendations

Do the K codes impact my Access Bonus & FFS Hard Cap?

- No. Any K-codes billed by your non-FHO colleagues will not negatively impact your Access Bonus. Any K codes billed on you non-enrolled patients will not count towards your FFS Hard Cap.
- When in-office equivalent codes are billed via OTN on enrolled patients by physicians outside your FHO, it will negatively impact your Access Bonus effective April 1st 2020.

What video platform can I use?

- Any video platform is allowed to be used. However, if receiving consent is not built into patient sign-up, you must obtain it verbally and document it in the patient's chart.
- Sample consent with SOAP note:

*Informed verbal consent was obtained from this patient to communicate and provide care using virtual and other telecommunications tools. This patient has been explained the risks related to unauthorized disclosure or interception of personal health information and steps they can take to help protect their information. We have discussed that care provided through video or audio communication cannot replace the need for physical examination or an in person visit for some disorders or urgent problems and the patient understands the need to seek urgent care in an Emergency Department as necessary.*

*Start Time:*

*Stop Time:*

*Subject:*

*Object:*

*Assessment:*

*Plan:*

Is the MOH system ready to process my virtual care claims?

- Yes. The MOH updated its systems to process the new K codes as of May 1st 2020.

**QUESTIONS?**

Call our special Billing Hotline at 1-844-224-6244 or email [support@doctorcare.ca](mailto:support@doctorcare.ca)