

## Payment Policies for Healthcare Services

Provided to Injured Workers and Crime Victims

# Chapter 34: Chronic Pain Management

Supplemental telehealth policy information

Effective March 4, 2022

*We're updating Chapter 34: Chronic Pain Management. The policy below is in addition to the payment policy and will be added to the complete chapter in July 2022. This isn't intended to replace chapter 34. Any existing MARFS payment policy requirements, such as prior authorization, apply to this update.*



## Definitions

**Distant site:** The location of the provider who performs telehealth services. This provider is not at the originating site with the worker.

**Originating site:** The place where the worker is located when receiving telehealth. For the purposes of this policy, the worker may be at home when receiving telehealth.

**Telehealth:** Face-to-face services delivered by a qualified medical provider through a real-time, two-way, audio video connection. These services aren't appropriate without a video connection.



## Modifiers

### **-GT (Via interactive audio and video telecommunication systems)**

Used to indicate a telehealth procedure was performed. Documentation to support the service must be submitted. Payment is made at 100% of the fee schedule level or billed charge, whichever is less.



## Payment policy: Telehealth for chronic pain management

### General information

The insurer reimburses **telehealth** at parity with in-person appointments.

Objective medical findings are required for time loss and other claim adjudication requirements. In-person visits are preferred for gathering objective medical findings, however, telehealth may be an appropriate alternative in certain situations where objective medical findings can be gathered via two-way audio and visual connection.

The provider is expected to make arrangements for in-person evaluation and intervention for certain circumstances. [See below for additional information.](#)

**Telehealth** services must occur either from a medical or vocational **origination site** or the worker's home. The selection of a provider is the worker's choice by law. Services may not be delivered from either the employer's worksite or any location owned or controlled by the employer that isn't operated by a Medical Provider Network practitioner.

A medical or vocational **origination site** may be:

- A clinic, *or*
- A hospital, *or*
- A nursing home, *or*
- An adult family home.

The provider performing **telehealth** services must be licensed in the state where the worker is receiving **telehealth** services. Only vocational rehabilitation counselors are exempt from this requirement.

### Services that must be performed in person

In-person evaluation is required when:

- The provider has determined the worker is not a candidate for **telehealth** either generally or for a specific service, *or*
- The worker does not want to participate via **telehealth**, *or*
- The worker has an emergent issue such as re-injury, new injury, or worsening status.

## System requirements

**Telehealth** services and teleconsultations require an interactive telecommunication system, consisting of special two-way audio and video equipment that permits real time consultation between the patient and provider. Providers are responsible for ensuring complete confidentiality and privacy of the worker is protected at all times.

## Prior authorization

The prior authorization requirements listed in [Chapter 34: Chronic Pain Management](#) apply regardless of how the service is rendered to the worker, either in person or via **telehealth**.

## Services that are covered

**Telehealth** procedures and services that are covered include:

- SIMP treatment services (**2011M**).
- SIMP follow up services, face-to-face (**2014M**).

The insurer will pay an **originating site** facility fee to a provider when they allow the worker to use their telecommunications equipment for a **telehealth** service with a provider at another location. To bill for the **originating site** facility fee, use HCPCS code **Q3014**.

**Q3014** is payable to the **originating site** provider when no other billable service occurs.

## Services that aren't covered

The same services that aren't covered in [Chapter 34: Chronic Pain Management](#) apply to this policy.

**G2010** isn't a covered service.

### Telehealth procedures

**Telehealth** procedures and services that aren't covered include:

- SIMP evaluation services (**2010M**),
- The services listed under "Services that must be performed in person",
- Hands-on services,
- Purchase, rental, installation, or maintenance of telecommunication equipment or systems,
- Home health monitoring, *and*
- Telehealth transmission, per minute (HCPCS code **T1014**).

## Telehealth locations

**Q3014** isn't covered when:

- The **originating site** provider performs another service during a **telehealth** visit, *or*
- The worker is at home, *or*
- Billed by the **distant site** provider, *or*
- The provider uses audio only.

The worker won't be reimbursed for using home as an **originating site**, or for any other **telehealth** related services.

## Requirements for billing

For services delivered via **telehealth**, bill the applicable codes as if delivering care in person.

**Distant site** providers must use place of service **-02** to denote the **telehealth** visit when the worker isn't located in their home. **Distant site** providers must use place of service **-10** to denote the **telehealth** visit when the worker is located in their home.

Bill using the **-GT** modifier to indicate **telehealth**.

## Documentation requirements

For the purposes of this policy, the following must be included in addition to the documentation and coding requirements for services billed, as noted in MARFS:

- A notation of the worker's **originating site**, *and*
- Documentation of the worker's consent to participate in **telehealth** services. This must be noted for each **telehealth** visit.

If treatment is to continue via **telehealth**, the evaluation report must include a detailed plan for implementing **telehealth** as agreed upon in a collaborative manner between the provider and worker.

Chart notes must contain documentation that justifies the level, type and extent of services billed. See [Chapter 34: Chronic Pain Management](#) and other applicable MARFS chapter(s) for the type of service rendered and the documentation requirements.

When **Q3014** is the only code billed, documentation is still required to support the service.

## Payment limits

The same limits noted in [Chapter 34: Chronic Pain Management](#) apply regardless of how the service is rendered to the worker.

In addition, exercise and work-conditioning activities are restricted to 2 hours per day per worker when performed via **telehealth**.