



SelectHealth Behavioral Health Update: COVID-19 (novel coronavirus)

April 10, 2020

We understand that many of our members and communities are concerned about the potential impacts of COVID-19 (novel coronavirus). As part of an integrated system, we are fortunate to draw upon the skills and expertise of Intermountain Healthcare as they provide guidance for our communities and other clinical partners.

Here's important information for behavioral health providers and their clients. **Questions?** Contact your Provider Relations representative at **801-538-5054**.

Member Services Phone Hours

Effective **March 30, 2020**, Member Services phone lines hours will be Monday-Friday:

- > **For Commercial/Medicaid/CHIP (800-538-5038):**
8:00 am to 5:00 pm
- > **For Medicare ONLY (855-442-9900):**
8:00 am to 8:00 pm

Note that Pharmacy Services (**800-442-3129**) hours are weekdays, from 7:00 a.m. to 8:00 p.m., and Saturday from 9:00 a.m. to 3:00 p.m. regardless of line of business.

Telehealth Coverage Updates

As COVID-19 continues to spread, we understand that many behavioral health providers are working to see clients virtually through telehealth visits, telephone, or digital consults. To meet this need, SelectHealth added temporary coverage for digital and telephonic services effective for dates of service beginning **March 1, 2020**.

The following provides an overview of existing telehealth coverage and the interim, temporary codes added effective **March 1, 2020**. SelectHealth will notify providers in advance when this temporary coverage will no longer be in effect.

Existing SelectHealth Telehealth Coverage

The existing telehealth covered services are as follows (see existing policy online for details):

- > **Current commercial/CHIP coverage—**
Synchronous (live audiovisual feed) telehealth visits for evaluation and management as well as behavioral health services for all participating providers
- > **Current Medicaid coverage—**As defined by Utah State Medicaid
- > **Current Medicare coverage—**As defined by CMS

To submit claims:

- > **Electronically:** Use Electronic Data Interchange (EDI) transactions to submit claims; [access online guides for using EDI](#), or contact our EDI team at **800-538-5099 (edi@selecthealth.org)**.

Location for Behavioral Health Telehealth Services

Regardless of place of service, mental health providers (including those located in a Medical/Mental Health Integration office) can perform services utilizing telehealth for medication management and psychotherapy services.

Coding for Telehealth Coverage

Telehealth services are available as covered benefits for:

- > **Medication management visits**
- > **Psychotherapy (talk therapy) visits**
- > **Applied behavioral analysis (ABA) treatment**
- > **Day Treatment and Intensive Outpatient services** (if offered through HIPPA-compliant video conferencing platforms)*

For commercial plans, the appropriate place of service for all telehealth services is "02."

For SelectHealth Advantage® (Medicare) and SelectHealth Community Care® (Medicaid) plans, place of service should be coded as if the service was provided in person for the timeframe of COVID-19 only.

For specific coding information, review [page 2](#).

*Please bill only the "95" modifier for telehealth services.

> Via U.S. Mail:

Send to P.O. Box 30192 SLC, UT 84130 (for Commercial/Medicaid/CHIP claims); P.O. Box 30196 SLC, UT 84130 (for Medicare claims **ONLY**).



COVID-19 Behavioral Health Update, Continued

Covered Services Delivered Via Telehealth*

MOST COMMON MEDICATION EVALUATION AND MANAGEMENT CPT CODES			
90792	Psychiatric diagnostic Interview with Medical Services		
99202-99205	Office outpatient visit new patient		
99212-99215	Office outpatient visit establish patient		
MOST COMMON PSYCHOTHERAPY (PSYTX) CPT CODES		ABA CPT CODES ELIGIBLE FOR TELEHEALTH	
90791	Psychiatric diagnostic interview	97151	Behavior identification assessment
90792	Psychiatric diagnostic interview with medical services	97152	Behavior identification supporting Assessment
90832	Psychotherapy patient and family; 30 minutes	97153	Adaptive behavior treatment by technician
90834	Psychotherapy patient and family; 45 minutes	97153HN	Adaptive behavior treatment by BCaBA
90836	Psychotherapy patient and family with E/M; 45 minutes	97153HO	Adaptive behavior treatment by BCBA
90837	Psychotherapy patient and family; 60 minutes	97154	Group adaptive behavior treatment
90839	Psychiatric crisis initial; 60 minutes	97155	Adaptive behavior treatment with protocol modification
90840	Psychotherapy for crisis; each additional 30 minutes	97155HN	Adaptive behavior treatment with protocol modification by BCaBA
90846	Family psychotherapy without patient	97158	Group adaptive behavioral treatment by BCBA
90847	Family psychotherapy with patient	0362T	Behavior identification supporting assessment by two or more technicians and a qualified health professional
90853	Group psychotherapy	0373T	Adaptive behavior treatment with protocol modification by two or more technicians and a qualified health professional
90785	Psychiatric complex interactive		

* When not using the Place of Service Code "02," use the appropriate modifier (GT or 95) to indicate telehealth services.
NOTE: Many provisions for telehealth services are interim measures effective **ONLY** during the timeframe of the COVID-19 pandemic.



COVID-19 Behavioral Health Update, Continued

Claims Processing

SelectHealth understands the importance of efficient claims processing for your business and operations. We are currently processing 95.7% of claims submitted within 15 days and 99.4% within 30 days.

To address the abnormally high claims submissions we are currently experiencing, our staff is working on a mandatory overtime basis to maintain the most responsive turnaround times possible. To help us with this, please remember to verify status of claims your practice has submitted in the **Provider Benefit Tool** on the SelectHealth Provider Portal rather than submitting duplicate claims. Duplicate claims tend to clog the system and slow payment for everyone.

Need access to the Provider Portal or help getting started with the Provider Benefit Tool?

- > Visit [Provider Benefit Tool Contact Us](#).
- > [Review the Provider Benefit Tool FAQs](#).

Provider Updates Online

Access copies of all *COVID-19 Provider Updates* and related resources from either [selecthealthphysician.org](#) or the [Provider Portal](#).

NOTE: Please check for a “Clarifications” section in each new update to learn information that may have changed from the previous edition.

Earlier Prescription Refills (except opioids)

Members can refill prescriptions when any 30-day medication is 60% finished, **Regular copay/coinsurance is still required**. For patients on Medicare (SelectHealth Advantage), early refills are also an option at their standard copay.

Members should have their pharmacists contact SelectHealth Pharmacy Services with any questions.

Intermountain Home Delivery supports members needing maintenance medications delivered to their homes. Intermountain Specialty can deliver specialty medications. Access additional information about [home delivery and the specialty pharmacy](#).

COVID-19 Resources

- > [Centers for Disease Control and Prevention \(CDC\)](#)
- > [Utah Health Department](#)
- > [Idaho Department of Health and Welfare](#)
- > [Nevada Department of Health and Human Services](#)
- > [World Health Organization \(WHO\)](#)
- > [SelectHealth Resources](#)
- > [Intermountain Healthcare Public COVID-19 Information Site](#)
- > [Intermountain Healthcare Provider Coronavirus \(COVID-19\) Updates](#)

Behavioral Health Resources

- > [American Psychiatric Association: Coronavirus and Mental Health](#)
- > [Suicide Prevention Center Resources \(COVID-19\)](#)
- > [SelectHealth Behavioral Health Resources](#)
- > [Intermountain Healthcare Care Process Model \(March 2020\): *Diagnosis and Treatment of Traumatic Stress in Pediatric Patients*](#)
- > [DEA: Use of Telemedicine While Providing Medication Assisted Treatment \(MAT\)](#)

DISCLAIMER:

The information and updates contained in this communication reflect current knowledge and policy for the date indicated. Information evolves on a day-to-day basis during the COVID-19 pandemic. SelectHealth will provide updates with additional information as it becomes available from providers, state officials, federal officials, etc.