

## FREQUENTLY ASKED QUESTIONS

### Temporary Changes for Telehealth, Telephone and Other Services

- **Rule Changes:**
  - [Daily Volume Limits](#)
  - [Out-of-Province / Out-of-Country Patients](#) with suspected or confirmed cases of COVID-19
  - [General Preamble: D.1. Telehealth Services](#)
  - [Section of Diagnostic Ultrasound Preamble amendment](#)
  - [Section of Diagnostic Radiology Preamble amendment](#)
  - [General Preamble C. 27. Business Cost Premium](#)
  - [General Preamble D.3.3. Counselling](#)
- **New fee codes for COVID-19 related services**
  - [T13701](#) Office Visit for COVID-19 with test
  - [T13072](#) Office visit for COVID-19 without test
  - [T13706](#) FP Delegated Patient Telehealth Management Fee
  - [T13707](#) FP Email/Text/Telephone Medical Advice Relay or ReRX Fee
  - [T13708](#) FP COVID-19 communication with specialist and/or allied care provider
  - [T10000](#) Urgent Specialist Advice for patient with previous visit/service
  - [T10007](#) Specialist Email/Text/Telephone Medical Advice Relay or ReRX Fee
  - [T10008](#) Urgent Specialist COVID-19 Advice
  - [T10009](#) Non-Urgent Specialist Advice for patient with previous visit/service
  - [T10040](#) Respiratory immunization for patients 19 years of age or older
  - [T10050](#) COVID-19 Perioperative Complexity surcharge
  - [Age-adjusted telehealth fees for Family Physicians](#)
- **Amended fee items**
  - [Chronic Disease Management Incentives](#)
  - [00039 OAT for Opioid Use Disorder](#)
  - [Mental Health Management Fees](#)
  - [GPSC Planning Fees](#)
  - [14066](#) Personal Health Risk Assessment
  - [00114](#) and [00127](#) Facility Visit Fees
- **Deleted fee items**
  - [In-Office and Out-of-Office telehealth fees](#) for Family Physicians
- [Answers to your frequently asked questions](#)
- [WorkSafeBC and ICBC services](#)
- [Useful Links](#)
- [Contacts](#)

## RULE CHANGES

**Daily Volume Limits:** The Daily volume limit for in-office care for office visits, counselling, and complete examinations will be reinstated effective October 1, 2020, as per the Provincial Health Officer.

Services directly related to COVID-19 should include diagnostic code C19.

**Out-of-Province / Out-of-Country patients:** In response to the COVID-19 pandemic, individuals present in BC who would otherwise not be eligible for coverage under MSP will be provided provincially insured health care coverage for services related to suspected or confirmed cases of infection with COVID-19. Services for unrelated conditions that are performed on MSP non-eligible patients will remain uninsured.

You as the provider will be responsible for determining whether your patient meets the criteria for this coverage for all services performed. Services related to COVID-19 for non-MSP eligible patients may be billed using the following generic Personal Health Number (PHN):

PHN: 9703740703

First Name: A

Surname: Coronavirus

Date of Birth: 08/01/1988

Services directly related to COVID-19 should include diagnostic code C19.

This generic PHN should not be used for beneficiaries who are eligible for MSP coverage for the date of service but who either do not yet have a PHN or whose coverage is not currently active. Those eligible patients should first establish their MSP coverage so that services can be billed under their own PHN.

Please note that an MSP beneficiary can access provincially insured health care benefits using the PHN that is printed on an expired BC Services Card with another form of identification. Providers may also notice an increase of patients presenting to them with confirmation of coverage letters. These letters have been issued in response to access to care during the COVID-19 pandemic.

Questions regarding billing using this generic PHN can be directed to Claims Billing Support at Health Insurance BC at:

Vancouver: (604) 456-6950

Elsewhere in BC: 1-866-456-6950

## **General Preamble D.1. Telehealth Services amended effective March 13, 2020 on a temporary basis**

The first paragraph of Preamble D. 1. Telehealth Services is amended to the following (strikethrough deleted and bold added). The cancellation date will be determined by the Provincial Health Officer.

### D. 1. Telehealth Services

“Telehealth Service” is defined as a medical practitioner delivered health service provided to a patient ~~via live image transmission of those images to a receiving medical practitioner at another approved site,~~ through the use of video technology **or telephone**. “Video technology” means the recording, reproducing and broadcasting of live visual images utilizing a direct interactive video link with a patient. ~~If the sending and/or receiving medical practitioner are not in a Health Authority approved site, the medical practitioner is responsible for the confidentiality and security of all records and transmissions related to the telehealth service. In order for payment to be made, the patient must be in attendance at the sending site at the time of the video capture. Only those s~~Services which are designated as telehealth services are payable by MSP. ~~Other services/procedures require face to face encounters.~~ **Consultations, office visits, and non-procedural interventions where there is no telehealth fee may be claimed under the face-to-face fee with a claim note record that the service was provided via telehealth.** Telehealth services do not include teleradiology or tele-ultrasound, which are regulated by their specific Sectional Preambles.

### **Application of the rule changes:**

All physicians, including locums, may utilize the Telehealth (video or telephone) fee codes per their section fee guides and the additional information in Preamble clause D.1. Telehealth Services may be provided from any location where privacy can be ensured, even your home should you be in quarantine or self-isolation.

Most visits provided by telephone by a physician should be billed under the Telehealth codes in your individual Section Fee Guide. Bill Telehealth services using in-person fee codes only if there is no applicable existing Telehealth fee code. When using in-person fee codes for Telehealth (video or telephone) services, you must include a note record with the submission that the service was provided via Telehealth.

Specialist Telehealth (video or telephone) fee codes apply regardless of location. Family doctors have in and out of office Telehealth fees – be sure to read the Family Physician FAQs for the definitions.

Services directly related to COVID-19 should include the diagnostic code C19.

Physicians should continue to use their professional judgement to determine whether the use of Telehealth (video or telephone) is clinically appropriate based on the circumstances of each patient. This includes any discussions where COVID-19 is the topic and is not restricted to patients who are seeking testing or have been tested.

#### **A word about privacy and security:**

During times of medical emergency, whether caring for an individual patient or a large scale public health crisis, physicians should always give priority to providing patient care to the best of their ability. In the current situation we recognize that physicians' office practices and delivery of care may be significantly impacted. Physicians should continue to act in the best interests of their patients and may need to adapt and be resourceful in a rapidly changing and challenging environment. Telehealth (video or telephone) care is one important way you can continue to care for patients while keeping your patients as well as yourself and your staff safe. Choose tools that work well for you and your patient regardless of whether they formally meet privacy and security requirements. That is secondary to delivering care.

You may obtain verbal consent and document in chart. Please also see: GMV PSP Module resources including the patient invitation and the confidentiality agreement that each patient must sign (and other important information and tools): <https://www.pspexchangebc.ca/course/view.php?id=70&section=19>

#### **Section of Diagnostic Ultrasound Preamble amendment effective April 17, 2020 on a temporary basis**

The following wording is deleted from the Section of Diagnostic Ultrasound Preamble (strikethrough deleted). The cancellation date will be determined by the Provincial Health Officer.

~~Preamble: Real time Ultrasound Fees may only be claimed for studies performed when a physician is on site in the diagnostic facility for the purpose of diagnostic ultrasound supervision.~~

#### **DIAGNOSTIC ULTRASOUND TELEMETRY**

**Definition:** The electronic transmission of diagnostic ultrasound images from one site to another for interpretation.

For diagnostic ultrasound telemetry services to be considered as benefits under the Medical Services Plan:

- the transmitting and receiving sites must be located within ~~Medical Services Commission approved~~ and Diagnostic Accreditation Program accredited diagnostic facilities;
- the services are rendered to out-patients
- the services are billed in accordance with the Telemetry Billing Guidelines

**Telemetry Billing Guidelines:**

- a) Services must be billed by the facility where the image was taken using the practitioner number of the physician who did the interpretation.
- b) Facility number field – the facility number of the diagnostic facility where the image was taken
- c) Sub-Facility field – the facility number of the diagnostic facility where the image was interpreted  
– zeros if interpreted at the same site where the image was taken
- d) Service charges (fee items 01200 – 01202) are only billable when a physician is required to travel from home to hospital in order to perform a telemetry service for an outpatient and when the *MSC Payment Schedule* criteria are met.
- e) The original site should ensure that only one interpretation is billed to MSP.
- f) In those rare cases when a second radiological opinion is requested by the referring physician, a radiologist may bill for the service using fee item 08628, provided written radiological report is sent to the referring physician.

Real time ultrasound fees may only be claimed for studies performed by telemetry when

- The facility currently holds a remote site designation from the Medical Services Commission. (Facilities should recognize that once the volume of services justifies full-time radiologist’s coverage remote site designation may be removed.); and,
- The use of telemetry will not negatively affect the existing on-site visit; schedules of the radiologists; and,
- The majority of scans will continue to be scheduled when the visiting radiologist is on-site for the purpose of ultrasound supervision.

**Section of Diagnostic Radiology Preamble amendment effective April 17, 2020 on a temporary basis.** The following wording is deleted from the Section of Diagnostic Radiology Preamble (strikethrough deleted). The cancellation date will be determined by the Provincial Health Officer.

**DIAGNOSTIC RADIOLOGY TELEMETRY**

**Definition:** The electronic transmission of radiological images from one site to another for interpretation.

For diagnostic radiology telemetry services to be considered as benefits under the Medical Services Plan:

- the transmitting and receiving sites must be located within ~~Medical Services Commission approved~~ and Diagnostic Accreditation Program accredited diagnostic facilities;
- the services are rendered to out-patients
- the services are billed in accordance with the Telemetry Billing Guidelines

**Telemetry Billing Guidelines:**

- g) Services must be billed by the facility where the image was taken using the practitioner number of the physician who did the interpretation.
- h) Facility number field – the facility number of the diagnostic facility where the image was taken
- i) Sub-Facility field – the facility number of the diagnostic facility where the image was interpreted  
– zeros if interpreted at the same site where the image was taken
- j) Service charges (fee items 01200 – 01202) are only billable when a physician is required to travel from home to hospital in order to perform a telemetry service for an outpatient and when the *MSC Payment Schedule* criteria are met.
- k) The original site should ensure that only one interpretation is billed to MSP.
- l) In those rare cases when a second radiological opinion is requested by the referring physician, a radiologist may bill for the service using fee item 08628, provided written radiological report is sent to the referring physician.

**General Preamble C. 27. Business Cost Premium amended effective May 1, 2020 on a temporary basis, revised effective June 1, 2020**

The BCP list of eligible fees has been temporarily amended to include telehealth fee items during COVID-19 pandemic to ensure BCP is paid given the majority of these services would have otherwise been provided to patients face-to-face at eligible physician offices.

Eligible BCP claims require a registered facility number and a community-based office service location code. While telehealth services do not need to be provided by the physician in their office, the appropriate facility number and service location code that should be entered on the claim is based on where the service would have been provided if it had been performed face-to-face.

**Temporary list of eligible Telehealth fee items:**

00470	00471	00477	01155	01470	01472	01770	01772	01777	03310
03312	03317	04070	04072	04077	08070	08072	08077	13041	13042
13236	13436	13536	13636	13736	13836	13237	13437	13537	13637
13737	13837	13238	13438	13538	13638	13738	13838	20207	20210
20214	22007	22010	22011	30070	30071	30072	30077	31107	31110
31112	32107	32110	32112	32114	32270	32271	32272	32277	32370
32372	32377	33107	33110	33112	33114	33260	33262	33267	33270
33272	33277	33360	33362	33367	33421	33422	33423	33424	33427
33470	33472	33473	33474	33477	33570	33572	33577	33630	33632
33637	33730	33732	33737	50507	50510	50511	50512	50514	50515
50516	50517	50518	50519	60607	60610	60613	60614	60622	60625
60626	60630	60631	60632	60633	60635	60636	60638	60639	66007
66010	66012	70070	70072	70077	70080	70087	77707	77710	77712
78007	78010	78012	79207	79210	79212	83070	94070	94072	94077

**General Preamble D. 3. 3. Counselling amended effective March 13, 2020 on a temporary basis**

The following wording is deleted from General Preamble D. 3. 3. (strikethrough deleted).  
The cancellation date will be determined by the Provincial Health Officer.

**D. 3. 3. Counselling**

Counselling is defined as the discussion with the patient, caregiver, spouse or relative about a medical condition which is recognized as difficult by the medical profession or over which the patient is having significant emotional distress, including the management of malignant disease. Counselling, to be claimed as such, must not be delegated and must last at least 20 minutes.

Counselling is not to be claimed for advice that is a normal component of any visit or as a substitute for the usual patient examination fee, whether or not the visit is prolonged. For example, the counselling codes must not be used simply because the assessment and/or treatment may take 20 minutes or longer, such as in the case of multiple complaints. The counselling codes are also not intended for activities related to attempting to persuade a patient to alter diet or other lifestyle behavioural patterns. Nor are the counselling codes generally applicable to the explanation of the results of diagnostic tests or approved laboratory facility services.

Not only must the condition be recognized as difficult by the medical profession, but the medical practitioner's intervention must of necessity be over and above the advice which would normally be appropriate for that condition. For example, a medical practitioner may have to use considerable professional skill counselling a patient (or a patient's

parent) who has been newly diagnosed as having juvenile diabetes, in order for the family to understand, accept and cope with the implications and emotional problems of this disease and its treatment. In contrast, if simple education alone including group educational sessions (e.g.: asthma, cardiac rehabilitation and diabetic education) is required, such service could not appropriately be claimed under the counselling listings even though the duration of the service was 20 minutes or longer. It would be appropriate to apply for sessional payments for group educational sessions. Unless the patient is having significant difficulty coping, the counselling listings normally would not be applicable to subsequent visits in the treatment of this disease.

Other examples of appropriate claims under the counselling listings are Psychiatric Care, the counselling that may be necessary to treat a significant grief reaction, and conjoint therapy and/or family therapy for significant behavioural problems.

MSP payment of counselling under the counselling listings is limited to four sessions per year per patient unless otherwise specified. Subsequent counselling is payable under the other visit listings. ~~Counselling by telephone is not a benefit under MSP.~~

[\[return to topic list\]](#) or continue scrolling



## NEW FEE CODES FOR COVID-19 RELATED SERVICES

**Effective date: March 17, 2020:** These two new fees can be billed by any physician in addition to a Telehealth service (video or telephone) on the same day for the same patient. Fee codes T13701 (Office Visit for COVID-19 with test) and T13702 (Office Visit for COVID-19 without test) are both eligible for the BCP, as Visits are considered an eligible service under the BCP criteria.

**Services directly related to COVID-19 should include diagnostic code C19.**

T13701 Office Visit for COVID-19 with test..... \$50.00

NOTES:

- i) Payable for patients with suspected or active COVID-19 symptoms only.
- ii) COVID-19 testing must be performed.
- iii) Not intended for providing general information on a viral infection, including COVID-19.
- iv) Not payable in addition to any other office visits to the same physician for same patient, same day.

T13702 Office visit for COVID-19 without test ..... \$40.00

NOTES:

- i) Payable for patients with suspected or active COVID-19 symptoms only.
- ii) Not intended for providing general information on a viral infection including COVID-19.
- iii) Not payable in addition to any other office visits to the same physician for same patient, same day.

**Effective March 27, 2020:** Three new, time-limited fees have been created for family physicians. There are two new fees that are similar to existing GPSC fees but expand accessibility and increase capacity to provide virtual care. There is one new fee to better enable communication between providers during the COVID pandemic.

T13707 is billable for a faxed prescription.

T13706 FP Delegated Patient Telehealth Management Fee ..... \$20.00

*(see notes on next page)*

NOTES:

- i) For verbal, real-time telephone or video technology communication discussion between the patient or the patient's medical representative and a College-certified allied care provider (e.g.: Nurse, Nurse Practitioner) employed within a physician's practice. Not payable when the delegated representative is paid or funded by alternate means by a health authority or the Ministry of Health.
- ii) Chart entry must record the name of the person who communicated with the patient or patient's medical representative, as well as capture the elements of care discussed.
- iii) Not payable for prescription renewals, anticoagulation therapy by telephone (00043) or notification of appointments or referrals.
- iv) Only one service payable per patient per day.
- v) Not payable on the same calendar day as a visit or service fee by same physician for same patient.
- vi) Not payable to physicians working under salary, service contract or sessional arrangements whose duties would otherwise include provision of this care.

T13707 FP Email/Text/Telephone Medical Advice Relay or ReRx Fee ..... \$7.00

NOTES:

- i) Email/Text/Telephone Relay Medical Advice requires two-way relay/communication of medical advice from the physician to eligible patients, or the patient's medical representative, via email/text or telephone. The task of relaying the physician advice may be delegated to any Allied Care Provider or MOA working within the physician practice.
- ii) Chart entry must record the name of the person who communicated with the patient or patient's medical representative, as well as the advice provided, modality of communication and confirmation the advice has been received.

*(notes continued on next page)*

- iii) Payable for prescription renewals without patient interaction.
- iv) Not payable for anti-coagulation therapy by telephone (00043) or notification of appointments or referrals.
- v) Only one service payable per patient per day.
- vi) Not payable on the same calendar day as a visit or service fee by same physician for same patient.
- vii) Not payable to physicians working under an Alternative Payment/Funding model whose duties would otherwise include provision of this service.

T13708 FP COVID-19 communication with specialist and/or allied care provider ..... \$40.00

NOTES:

- i) Payable to the Family Physician who participates in a 2 way telephone or video conference communication with a specialist and/or allied care provider about a patient regarding COVID-19.
- ii) T13708 FP COVID-19 communication with specialist and/or allied care provider cannot be delegated. No claim may be made where communication is with a proxy for either provider.
- iii) Payable in addition to any visit fee on the same day.
- iv) Not payable for communications which occur as a part of the performance of routine rounds on the patient if located in a facility, or communications which occur as part of regular work flow within a physician's community practice.
- v) Not payable in addition to G14018 or G14077 on the same day for the same patient.
- vi) Not payable to physicians working under an Alternative Payment/Funding model whose duties would otherwise include provision of this service.

**Specialist New Fee items effective March 27, 2020** on a temporary basis, the following new fee items have been approved on a temporary basis. The cancellation date will be determined by the Provincial Health Officer.

T10007 is billable for a faxed prescription.

T10000 Urgent Specialist Advice for patient with previous visit/service – Initiated by a Specialist, General Practitioner or Health Care Practitioner. Verbal, real-time response within 2 hours of the initiating physician’s or practitioner’s request..... \$60.00

NOTES:

- i) Payable for telephone, video technology or face to face communication only. Not payable for written communication (i.e. fax, letter, email).
- ii) Document time of initiating request, time of response as well as advice given and to whom.
- iii) Include the practitioner number of the physician or Health Care Practitioner requesting the advice in the “referred by” field when submitting claim.
- iv) Not payable in addition to another service on the same day for the same patient by same practitioner.
- v) Limited to one claim per patient per physician per day.

T10007 Specialist Email/Text/Telephone Medical Advice Relay or ReRX Fee ..... \$10.10

NOTES:

- i) For verbal, real-time telephone and video technology communication (including other forms of electronic verbal communication) only. Not payable for written communication (i.e. fax, letter, e-mail).
- ii) Documentation in the medical record to show that the patient understood and acknowledged the information provided.
- iii) Include start and end times in the medical record, and in time fields when submitting claim.
- iv) Face-to-face service must have been billed for the same patient by the same physician within the preceding 18 months.

T10008 Urgent Specialist COVID-19 Advice – Initiated by a Specialist, General Practitioner or Health Care Practitioner. Verbal, real-time response within 2 hours of the initiating physician’s or practitioner’s request..... \$60.00

NOTES:

- i) Payable for telephone, video technology or face-to-face communication only about a patient regarding COVID-19. Not payable for written communication (i.e. fax, letter, email).
- ii) Document time of initiating request , time of response, as well as advice given and to whom.

*(notes continued on next page)*

- iii) Include the practitioner number of the physician or Health Care Practitioner requesting the advice in the "referred by" field when submitting claim.
- iv) Not payable in addition to another service on the same day for the same patient by same practitioner.
- v) Limited to two claims per patient per physician per day.
- vi) Not payable in addition to G10001 on the same day for the same patient.

T10009 Non-Urgent Specialist Advice for patient with previous visit/service – Initiated by a Specialist, General Practitioner or Allied Care Provider, or coordinator of the patient’s care. Verbal, real-time response within 7 days of initiating request ..... \$40.00

**NOTES:**

- i) Payable for telephone, video technology or face to face communication only. Not payable for written communication (i.e. fax, letter, email).
- ii) Document date of initiating request, date of the response, as well as advice given and to whom.
- iii) Include the practitioner number of the physician or Allied care Provider requesting advice in the “referred by” field when submitting claim. (For Allied Care Providers not registered with MSP use practitioner number 99987).
- iv) Not payable in addition to another service on the same day for the same patient by the same practitioner.
- v) Limited to one claim per patient per physician per day and two services per patient per physician per week.

**New temporary fee code for adult respiratory immunization effective October 1, 2020** The cancellation date will be determined by the Provincial Health Officer.

T10040 Respiratory immunization for patients 19 years of age or older ..... \$5.43

**NOTES:**

- i) Payable for Influenza (using ICD-9 code V048) and Pneumococcal (using ICD-9 code V05) immunizations.
- ii) Payable in full with an office visit.
- iii) If the primary purpose of the visit is for immunization, bill fee item 00010 using ICD-9 code V048 for influenza and/or V05 for pneumococcal.

**New temporary fee code for COVID-19 perioperative complexity surcharge effective October 1, 2020** The cancellation date will be determined by the Provincial Health Officer.

T10050 COVID-19 Perioperative Complexity surcharge ..... \$60.00

NOTES:

- i) Payable for surgeries where the patient has been assessed in accordance with the BCCDC and Ministry of Health Infection Prevention and Control Protocol for Surgical Procedures during COVID-19 (Adult, Pediatric and Obstetrical), and falls into the yellow or red risk categories.
- ii) This fee includes time spent donning and doffing personal protective equipment.
- iii) Payable only for the procedures performed under general anesthesia which require airway management.
- iv) Restricted to surgeons, surgical assistants, and anesthesiologists.
- v) Must be billed by the same physician in addition to one of the following:
  - vi) a surgical procedure
  - vii) surgical assist
  - viii) intensity and complexity level fee item
- ix) Maximum of one surcharge per surgeon/ anesthesiologist/surgical assistant per operation unless two surgeons perform two synchronous surgeries, or two anesthesiologists or two surgical assistants are required for clinical reasons.
- x) If a patient requires more than one operation on the same day under separate anesthetics, the fee may be billed again by all perioperative team members if the criteria are met.
- xi) Not payable to physicians working under salary, service contract or sessional arrangements.
- xii) Out-of-Office Hours operative surcharges (01210, 01211 and 10212) are not to be paid on the modifier.
- xiii) Surgical fee modifiers are excluded from the calculation for total operative fee(s) for which surgical assist fees are based.

**New GP Telehealth Fee Items:** The following new fee items have been approved on a temporary basis, effective June 1, 2020. The cancellation date will be determined by the Provincial Health Officer.

- Family physicians providing medical services by phone to patients may use the new temporary age-based telehealth fee codes rather than 14076.
- Telehealth (video or telephone) fees may not be delegated and billed to MSP. Continue to use 14076 when delegating a phone visit to a college certified allied care provider (ACP) who is employed by your practice.
- **Non-procedural interventions provided by video or telephone where there is no Telehealth fee may be claimed under the face-to-face fee with a claim note record that the service was provided via Telehealth.** Examples include: Long Term Care Facility visits, Palliative Care Facility visits, Group Medical Visits.
- These new fees have the same value as the in-person fee codes for visits (00100 series equivalents), counselling (00120 series equivalents), and consultations (00110 series equivalents).
- These fee codes are to be used regardless of the physician’s location (home, office, or Health Authority approved facility).
- Business Cost Premium (BCP) will apply to the new fee codes.

**Telehealth Service with Direct Interactive Video Link with the Patient:**

These fee items cannot be interpreted without reference to the Preamble D. 1.

T13236 Telehealth GP Consultation (age 0-1).....	\$84.87
T13436 Telehealth GP Consultation (age 2-49).....	\$77.15
T13536 Telehealth GP Consultation (age 50-59).....	\$84.87
T13636 Telehealth GP Consultation (age 60-69).....	\$88.73
T13736 Telehealth GP Consultation (age 70-79).....	\$100.29
T13836 Telehealth GP Consultation (age 80+).....	\$115.75
T13237 Telehealth GP Visit (age 0-1).....	\$34.79
T13437 Telehealth GP Visit (age 2-49).....	\$31.62
T13537 Telehealth GP Visit (age 50-59).....	\$34.79
T13637 Telehealth GP Visit (age 60-69).....	\$36.36
T13737 Telehealth GP Visit (age 70-79).....	\$41.10
T13837 Telehealth GP Visit (age 80+).....	\$47.44
T13238 Telehealth GP Individual counselling for a prolonged visit for counselling (minimum time per visit - 20 minutes) (age 0-1).....	\$62.05
T13438 Telehealth GP Individual counselling for a prolonged visit for counselling (minimum time per visit - 20 minutes) (age 2-49).....	\$56.41

T13538	Telehealth GP Individual counselling for a prolonged visit for counselling (minimum time per visit - 20 minutes) (age 50-59).....	\$62.05
T13638	Telehealth GP Individual counselling for a prolonged visit for counselling (minimum time per visit- 20 minutes) (age 60-69).....	\$64.86
T13738	Telehealth GP Individual counselling for a prolonged visit for counselling (minimum time per visit - 20 minutes) (age 70-79).....	\$73.32
T13838	Telehealth GP Individual counselling for a prolonged visit for counselling (minimum time per visit - 20 minutes) (age 80+).....	\$84.60

**NOTES:**

- i) MSP will pay for up to four (4) individual counselling visits (any combination of age appropriate in office, out of office and telehealth) per patient per year (see Preamble D. 3. 3.)
- ii) Start and end time must be entered into both the billing claims and patient’s chart.
- iii) Documentation of the effect(s) of the condition on the patient and what advice or service was provided is required.

[\[return to topic list\]](#) or continue scrolling

## AMENDMENTS TO EXISTING FEE ITEMS

**Effective June 1, 2020 on a temporary basis Amendment:** Note iii of the indicated fee items has been amended to the following on a temporary basis (strikethrough deleted and bold added). The cancellation date will be determined by the Provincial Health Officer.

<b>Chronic Disease Management Incentives-Fee For Service</b>		
PG14050	Incentive for MRP Family Physicians - annual chronic care incentive (diabetes mellitus) .....	\$125.00
PG14051	Incentive for MRP Family Physicians - annual chronic care incentive (heart failure).....	\$125.00
PG14052	Incentive for MRP Family Physicians - annual chronic care incentive (hypertension) .....	\$50.00
PG14053	Incentive for MRP Family Physicians - annual chronic care incentive (Chronic Obstructive Pulmonary Disease- COPD)	\$125.00

*(see notes on next page)*



**NOTES:**

iii) This item may only be billed after one year of care has been provided including at least two visits: **Both of the two required visits may be a physician visit.** Office, prenatal, home, long term care or **physician telehealth** visits qualify.

**Alternatively, ⊖ one of the two required visits must be a physician visit, while the second visit may be:**

1. a telephone visit (PG14076) or
2. a group medical visit (13763-13781) or
3. ~~a telehealth visit (13017, 13018, 13037, 13038) or~~
4. an in-person visit with a College-certified allied care provider working within the family physician’s practice. team (PG14029).

(See Preamble definition of “working within” and “College-certified ACP”).

**Chronic Disease Management Incentives – MRP Family Physicians under Alternate Payment/Funding Model Programs**

PG14250	Incentive for MRP Family Physicians (who bill encounter record visits) - annual chronic care incentive (diabetes mellitus).....	\$125.00
PG14251	Incentive for MRP Family Physician (who bill encounter record visits) - annual chronic care incentive (heart failure).....	\$125.00
PG14252	Incentive for MRP Family Physician (who bill encounter record visits) - annual chronic care incentive (hypertension) .....	\$50.00
PG14253	Incentive for MRP Family Physicians (who bill encounter record visits) - annual chronic care incentive (Chronic Obstructive Pulmonary Disease - COPD).....	\$125.00

**NOTES:**

iii) This item may only be billed after one year of care has been provided including at least two visits: **Both of the two required visits may be a physician visit.** Office, prenatal, home, long term care or **physician telehealth** visits qualify.

**Alternatively, ⊖ one of the two required visits must be a physician visit, while the second visit may be:**

1. a telephone visit (PG14276) or
2. a group medical visit (13763-13781) or
3. ~~a telehealth visit (13017, 13018, 13037, 13038) or~~
4. an in-person visit with a College-certified allied care provider working within the family physician’s practice. team (PG14029).

(See Preamble definition of “working within” and “College-certified ACP”).

**Section of General Practice amendment effective July 23, 2020 on a temporary basis**

Amendment: Notes ii and iii of the indicated fee item have been amended on a temporary basis, effective July 23, 2020 (bold is added). The cancellation date will be determined by the Provincial Health Officer.

P00039 Management of Maintenance Opioid Agonist Treatment (OAT) for Opioid Use Disorder..... \$23.60  
 Management of ongoing maintenance Opioid Agonist Treatment for Opioid Use Disorder

NOTES:

- i) The physician does not necessarily have to have direct face-to-face contact with the patient for this fee to be paid.
- ii) 00039 is **not** the only fee payable for any medically necessary service associated with opioid agonist treatment for opioid use disorder. This includes but is not limited to the following:
  - a) At least one visit (in-person, telephone or video conference) per month with the patient after induction/stabilization on opioid agonist treatment is complete.
  - b) At least one in-person visit with the patient every 90 days. Exceptions to this criterion will be considered on an individual basis.
  - c) Supervised urine drug screening and interpretation of results.
  - d) Simple advice/communication with other allied care providers involved in the patients OAT.
- iii) Claims for treatment of co-morbid medical conditions, including psychiatric diagnoses other than substance use disorder, are billable using the applicable visit or service fees. Counselling and visit fees related only to substance use disorder are not payable in addition **with the exception of visits required to support Substance Use Risk Mitigation in the context of COVID-19 (claim note record must indicate “COVID-19 risk mitigation”)**.
- iv) This fee is payable once per week per patient regardless of the number of services per week for management of OAT maintenance.
- v) This fee is not payable with out of office hours premiums.
- vi) Eligibility to submit claims for this fee item is limited to physicians who are actively supervising the patient’s continuing use of opioid agonist medications for treatment of opioid use disorder.
- vii) This payment stops when the patient stops opioid agonist treatment.

**Section of General Practice amendment effective June 1, 2020 on a temporary basis**

Amendment: Note iii of the indicated fee items has been amended (strikethrough is deleted).

PG14044	FP Mental Health Management Fee age 2–49 .....	\$56.41
PG14045	FP Mental Health Management Fee age 50–59 .....	\$62.05
PG14046	FP Mental Health Management Fee age 60–69 .....	\$64.86
PG14047	FP Mental Health Management Fee age 70–79 .....	\$73.32
PG14048	FP Mental Health Management Fee age 80+ .....	\$84.60

**NOTES:**

- i) Payable only to the physician who has previously billed and been paid the Mental Health Planning fee (PG14043) in the same calendar year, unless that physician has agreed to share care with another delegated physician. To facilitate payment, the delegated physician must submit an electronic note.
- ii) Payable a maximum of 4 times per calendar year per patient.
- iii) Not payable unless the four age-appropriate 00120 or telehealth counselling (~~13018, 13038~~) fees have already been paid in the same calendar year in any combination.
- iv) Minimum time required is 20 minutes.
- v) Start and end times must be included with the claim and documented in the patient chart.
- vi) Counselling may be provided face to face or by videoconferencing.
- vii) PG14077, payable on same day for same patient if all criteria met.  
PG14043, PG14076, PG14078 not payable on same day for same patient.
- viii) Documentation of the effect(s) of the condition on the patient and what advice or service was provided is required.

Not payable to physicians working under an Alternative Payment/Funding model whose duties would otherwise include provision of this service.

**Effective March 23, 2020, The cancellation date will be determined by the Provincial Health Officer**

Physicians should continue to use their professional judgement to determine whether use of virtual technology is clinically appropriate based on the circumstances of each patient.

**GPSC Planning Fees 14033 Complex Care, 14075 Frailty, 14043 Mental Health, 14063 Palliative Care:**

- All face-to-face planning required under the GPSC planning fees may now be provided by Telehealth: video or phone. Think of it as physician:patient planning.
- The existing time and documentation requirements will not change: total planning time (30 minutes) and physician:patient planning time (minimum 16 minutes).
- If medically indicated, a telehealth visit may be billed in addition. The time spent on this visit cannot be concurrent with the physician:patient planning time.
- Submit the appropriate planning fee code with a claim note record: service provided via Telehealth.

**14066 Personal Health Risk Assessment fee:**

The required face-to-face visit with the physician and patient to provide a personal health risk assessment can now be provided via telehealth. **Physicians should include a note record when billing 14066 if the visit was provided to the patient via telehealth.**

**00114 Long Term Care Facility Visit:**

- If the patient **is able to independently use a phone** and the physician feels that the encounter could be appropriately provided by Telehealth (video or telephone), then physicians will bill their face to face Long Term Care facility fee 00114 and **include the claim note record "service provided via Telehealth"**.
- If the patient **cannot independently use a phone** (e.g. due to dementia, hearing loss etc.) or does not have their own phone, the physician may review the patient's medical status and any problems by telephone with an RN/LPN at the LTC facility, and bill the visit using 00114 and **include the claim note record "Service provided via Telehealth with RN/LPN"**.
- 13334 LTC First visit of the day bonus is not billable with 00114 provided via Telehealth

00127 Palliative Care Patient Facility visit:

- If the patient **is able to independently use a phone** and the physician feels that the encounter could be appropriately provided by Telehealth (video or telephone), then physicians will bill 00127 and **include the claim note record “service provided via Telehealth”**.
- If the patient **cannot independently use a phone** or does not have their own phone, the physician may review the patient’s medical status and any problems by telephone with an RN/LPN where the palliative care is provided, and bill the visit using 00127 and **include the claim note record “Service provided via Telehealth with RN/LPN”**.
- 13338 First visit of the day bonus is not billable with 00127 provided via Telehealth

[\[return to topic list\]](#) or continue scrolling

## TEMPORARILY DELETED FEE ITEMS

The following fee items, headings and wording is temporarily deleted effective May 31, 2020. The cancellation date will be determined by the Provincial Health Officer. These cancelled fee items have been temporarily replaced with new fee items listed above.

- P13036 Telehealth GP in-office Consultation
- P13037 Telehealth GP in-office Visit
- P13038 Telehealth GP in-office Individual counselling for a prolonged visit for counselling (minimum time per visit – 20 minutes)
- P13016 Telehealth GP out-of-office Consultation
- P13017 Telehealth GP out-of-office
- P13018 Telehealth GP out-of-office Individual counselling for a prolonged visit for counselling (minimum time per visit – 20 minutes)

[\[return to topic list\]](#) or continue scrolling

## FREQUENTLY ASKED QUESTIONS:

- More information and a downloadable billing cheat sheet can be found on the [BC Family Doctors](#) website.
- Details on new SSC fees can be found [here](#) and the FAQ available [here](#).

**Q:** If a physician is in quarantine (self-isolation), can they provide Telehealth (video or telephone) services?

**A:** Yes. Using the appropriate Telehealth fee codes per their fee guide.

**Q:** Can I still provide and bill for consultations via Telehealth (video or telephone) without providing the face-to-face components of the consultations?

**A:** This is being left to physician discretion. If the physician feels they could have performed the in-person consultation without an examination, then they can bill the Telehealth (video or telephone) consultation without an examination. Physicians should continue to use their professional judgement to determine whether use of virtual technology is clinically appropriate based on the circumstances of each patient.

**Q:** If I speak to my patient on the phone and determine they need to come in what do I bill?

**A:** You can bill **either** the telehealth fee codes for the telephone discussion **or** the appropriate in-person fee for the service provided face-to-face. Telehealth (video or telephone) and a face-to-face service are not billable on the same patient/same day by the same physician with the exception of the two new COVID fees T13701 and T13702.

**Q:** If I speak to my patient on the phone and determine they need to come in what is billed if they are seen by a different physician in our multi-physician clinic than the one they spoke with on the phone?

**A:** The telehealth fee codes for the telephone discussion are billable by the first physician and the appropriate in-person fee for the service provided face-to-face by the other physician. To avoid claim rejection, please indicate the service times on the claims.

**Q:** Are the fee code changes permanent?

**A:** No, these are temporary changes under the COVID-19 pandemic environment and will be discontinued at the call of the Provincial Health Officer.

**Q:** Do the telehealth fee codes apply to visits that are not COVID related?

**A:** Yes, this fee code and the Telehealth changes are not restricted to COVID related services. However, please be sure to use diagnostic code C19 for COVID related services.

**Q:** Can I swab my symptomatic or presumptive patients outside my office, such as in their cars in the parking lot?

**A:** Yes. You can also schedule these patients for the end of day or a separate day to minimize exposure risks.

**Q:** Are hospital in-patient visits billable via Telehealth in the same way LTC visits can?

**A:** As long as there is direct patient interaction, then yes this can be billed as the hospital visit with a note that it was performed via telehealth.

*Reminder that the patient must be able to use a device on their own to have the conversation and interact with the physician. If assisted by a nurse, it is still billable with notation "Service provided via Telehealth with RN/LPN."*

**Q:** Can Group Medical Visits be provided by Telehealth (video or telephone)?

**A:** Yes, this would be considered a non-procedural intervention and if they can arrange for the group to be held via Telehealth (video or telephone), then they can claim under the face-to-face fee and enter "service provided via Telehealth" in the claim note record. You may get verbal consent from your patients, ensuring they understand they are consenting to a group call. Document this in the consent in the patient's medical record.

**Q:** I am a locum and have only billed under the doc for whom I work. I have been asked to take on the role of house doctor for one of the residential nursing homes as well as consult with the doc and team about palliative care in other residential nursing homes. I will not be working in a locum capacity. How do I bill for this?

**A:** Once 14070 is submitted, probably the most important code in this setting to consider is 14077 for conferencing. Conferencing does not have to be provided only in person. 14077 is billable for conferences that are undertaken virtually, whether by video-link or telephone.

14077 GP Allied Care Provider Conference Fee - per 15 minutes or greater portion thereof; is for a two-way case conference with at least one other physician or allied care provider.

The billing rules have not changed, 14077 cannot be billed for conversations with patients. Conversations to provide brief advice or update about a patient between GP and ACP is considered part of the normal work flow as is a conversation that would be part of "routine rounds".

When speaking with a patient's family member/medical representative, 14076 GP Patient Telephone Management Fee is to be billed.

**Q:** I am an emergency physician. How do we bill follow ups?

**A:** You can bill a LEVEL I (01811, 01821, 01831, 01841) code if you are doing the follow up from the hospital. If the follow up is done from home you should bill the appropriate GP Telehealth Visit fee as listed in the table above.

[\[return to topic list\]](#) or continue scrolling

## WORKSAFEBC AND ICBC SERVICES

Effective immediately WorkSafeBC and ICBC will permit Telehealth (video and telephone) for anything that does not require a physical exam/assessment. Details are below, but if physicians encounter problems they should contact the regular ICBC/WorkSafeBC contacts listed below. If that fails then contact Doctors of BC. These changes will be in effect until an end date can safely be determined.

ICBC will be pausing all Driver's Medical Examinations. An announcement from the Superintendent of Motor Vehicles is expected today.

### From WorkSafeBC:

- The requirement that telehealth fees must involve video technology has been expanded to include telephone. Therefore, if you conduct services via telephone you can bill the appropriate telehealth fee codes in your Fee Guide. This includes services for all patients including COVID-19 patients.
- Consultations, office visits, and non-procedural interventions where there is no telehealth fee may be claimed under the face-to-face fee with a **claim note record and document on the consult report or physician's report (Form 8/11)** that the service was provided via video technology or telephone are payable by WorkSafeBC.

Physicians should continue to use their professional judgement to determine whether use of virtual technology is clinically appropriate based on the circumstances of each patient.

If you have any questions please contact Health Care Services at [HCSINQU@worksafebc.com](mailto:HCSINQU@worksafebc.com).



### From ICBC:

- Physicians are encouraged to deliver necessary care to ICBC patients by accessing available telehealth (video or telephone) services and billing the telehealth or applicable non-procedural fee code and making a notation in the patient record. Additionally, the Physician Telephone Management Fee code can also be leveraged in appropriate cases, invoiced directly to ICBC as outlined in the ICBC Fee Guide.
- Initial visits for the evaluation of recent injuries sustained by your patients may be scheduled in-clinic on an as-needed basis. Initial and Reassessment visits for the preparation of requested reports should be rescheduled in support of reducing non-essential in-person visits. When in-person visits can be resumed, these visits that require a physician exam to complete a report can be rescheduled.

Physicians should continue to use their professional judgement to determine whether use of telehealth is clinically appropriate based on the circumstances of each patient.

ICBC's Health Care Inquiry Unit is available to support most general and claim-specific questions, by calling 1-888-717-7150. MSP-Teleplan and Doctors of BC are also available to support specific billing questions.

[\[return to topic list\]](#) or continue scrolling

### USEFUL LINKS:

- [Telehealth Fee Codes by Section](#)
- Doctors of BC website: [Coronavirus-Covid-19-updates](#)
- BC Family Doctors website: <https://bcfamilydocs.ca/>
  - [COVID-19 Resources for Doctors](#)
  - [BC Family Docs FAQ](#)
- Details on new SSC fees can be found [here](#) and the FAQ available [here](#).
- BCCDC COVID-19 Care [For Health Professionals](#)
- Information for your patients [For the public](#)
- COVID-19 and CMPA Protection – [What you need to know](#)
- DTO Virtual Care Resources: To help clinics quickly ramp up with virtual care, Doctors Technology Office has created a variety of resources including the [DTO Virtual Care Quick Start Guide](#), [DTO Virtual Care Toolkit](#) and [Privacy & Security Guide](#). Please check back as [DTO's virtual care resource list](#) will be updated as more information become available
- Pharmacists can [refill prescriptions](#)

- College of Physicians and Surgeons of BC [COVID-19-updates](#)

[\[return to topic list\]](#) or continue scrolling

## CONTACTS:

- If you have questions about billing, please e-mail [economics@doctorsofbc.ca](mailto:economics@doctorsofbc.ca)
- PPE Supplies: Physicians are advised to contact their Health Authority
  - Northern Health Contact: Mark De Cross, CFO for Northern Health  
Email: [ppe.request@northernhealth.ca](mailto:ppe.request@northernhealth.ca)
  - Fraser Health Contact: Fraser Health PPE Community Support Desk  
Phone: 604-561-2037 // Email: [PPECommunitysupport@fraserhealth.ca](mailto:PPECommunitysupport@fraserhealth.ca)
  - Vancouver Coastal & Providence Health Care  
Contact: Fill out form (VCH Community Services Form)  
Email completed orders to: [VCHCOVID-19CentralSupply@vch.ca](mailto:VCHCOVID-19CentralSupply@vch.ca)
  - Interior Health Contact: Logistics Section Chief for IH EOC  
Email: [IHEOCLogistics@interiorhealth.ca](mailto:IHEOCLogistics@interiorhealth.ca)
  - Island Health No specific contact provided. We recommend physicians contact the Emergency Operations Committee via Medical Affairs by email Email: [MedStaffEngagement@viha.ca](mailto:MedStaffEngagement@viha.ca)
  - PHSA will supply anyone on their medical staff with PPE for their Community Practices. Otherwise physicians should contact the respective Health Authority in which they work.
- Doctors Technology Office: Main Line: 604-638-5841 | 1 800 665 2262  
Email: [dtinfo@doctorsofbc.ca](mailto:dtinfo@doctorsofbc.ca) | [Webpage](#)

[\[return to topic list\]](#)