



Team Conferences and Telephone Consults Service Payment Policy

Policy

Fallon Community Health Plan does not reimburse separately for telephone calls or team conference in accordance with Medicare guidelines.

Definitions

This policy applies to services involving physician case management; a process in which a physician is responsible for direct care of a patient, and for coordinating and controlling access to or initiating and/or supervising other health care services needed by the patient. These services include team conferences and telephone consults.

Benefits application

Commercial

- FCHP Direct Care/FCHP Select Care
- Commonwealth Care
- Companion Care
- FCHP MassHealth
- Major Medical
- Fallon Preferred Care

Senior Plan

- Fallon Senior Plan™
- Fallon Senior Plan Preferred

Reimbursement

Fallon Community Health Plan does not reimburse for team medical conferences (99366-99368) or telephone calls (98966 - 98968) except where noted below.

Referral/notification/preauthorization requirements

Not applicable.

Billing/coding guidelines

The following codes are excluded from payment:

99366-99368 – Team medical conference

98966 - 98968 – Telephone calls, only paid with diagnosis codes 290.0-290.9, 293.0-302.9, 306.0-316 twice per calendar year.

98969 – Online assessment by a qualified non-physician health care professional, not originating from a related E&M service provided within the previous 7 days; cannot repeat for 7 days.

Case consultations and collateral telephone contact related to behavioral health services are a covered benefit for specific Medicaid members only. These benefits are managed and approved through the behavioral health vendor.

Place of service

This policy applies to services rendered at all places of service.

Policy history

Origination date: 07/19/2000

Previous revision date(s): 07/09/2003, 03/29/2006

Current review date & details: 6/30/08 - Removed deleted codes and redefined telephone assessment by non-physician using the Internet definition.

This payment policy has been developed to provide information regarding general billing, coding and documentation guidelines for FCHP. Even though this payment policy may indicate that a particular service or supply is considered covered, specific provider contract terms and/or member individual benefit plans may apply and this policy is not a guarantee of payment. FCHP reserves the right to apply this payment policy to all FCHP companies and subsidiaries.