



## team conferences and telephone consults service policy

### ***description of procedure/service***

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.

### ***policy***

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

### ***benefits application***

- FCHP Direct Care / FCHP Select Care
- FCHP Independent Care
- FCHP Flex Care Direct / Select
- Fallon Senior Plan™
- FCHP MassHealth
- Major Medical
- Bill At Home / Direct Enrollment
- Fallon Preferred Care

### ***coverage and reimbursement criteria***

Fallon Community Health Plan does not reimburse for team medical conferences (99361-99362) or telephone calls (99371, 99372 and 99373) except where noted below.

### ***billing/coding guidelines***

The following codes are excluded from payment:

99361 and 99362 – Team Medical Conference

99371, 99372 and 99373 – Telephone Calls, only paid with diagnosis codes 290.0-290.9, 293.0-302.9, 306.0-316 twice per calendar year.

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 implementation***

**Policy number:** ADM0005  
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