



# Team Conferences and Telephone Services Payment Policy

## **Policy**

Fallon Community Health Plan does not reimburse separately for telephone calls or team conferences except as noted below.

## **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™ (excluding Fallon Senior Plan Value 2)
- Fallon Senior Plan Preferred

## **Reimbursement**

Fallon Community Health Plan reimburses for telephone calls (99441-99443) with the following diagnosis codes 290.0-290.9, 293.0-302.9 and 306.0-316, limited to twice per calendar year.

## **Referral/notification/preauthorization requirements**

Not applicable.

## **Billing/coding guidelines**

The following codes are excluded from payment:

- 99366-99368 – Medical team conference
- 98966 -98968 – Telephone calls by a qualified non-physician health care professional.
- 98969 – Online evaluation and management service provided by a qualified non-physician health care professional
- 99444 – Online evaluation and management service provided by a physician

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: 07/19/00

Previous revision date(s): 07/09/03, 03/29/06, 06/30/08

Connection date and details: 11/01/08 Updated policy to reflect new codes for 2008.

*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.*