



## BEST CHANCE NETWORK

### Telehealth FAQs

What BCN billing forms should providers use for Telehealth services?

**Answer: The BCN D1012-Screening/Billing forms with CMS-1500 forms attached should be submitted for all BCN Telehealth Services. Providers should write "TH" or "Telehealth" on the form to indicate that the services were provided using telehealth resources.**

Once we provide telehealth services, should the patient return to our office later for the pap and mammogram?

**Answer: Yes; the telehealth services allow the clinician to get focused history and to make straightforward medical decisions.**

Will providers have the opportunity to bring the patient into the office, once COVID-19 subsides, to complete services such as Pap smears or pelvic exams for a first time BCN patient?

**Answer: Yes**

Would patients who receive BCN telehealth services and then receive face-to-face services at a later date be classified as a revisit or an initial visit?

**Answer: For new patients, the telehealth services would be part of the new patient visit provided in the office at a later date. For established patients, the telehealth services would be part of the established patient visit provided in the office at a later date. For both patient types (new and established), BCN requires the two components of history and medical decision making.**

If we do a telehealth visit on a patient, then bring them into the office for face-to-face services, are both services reimbursed, or only one of the two?

**Answer: BCN will reimburse the telehealth visit according to the BCN Telehealth Fee Schedule. The telehealth visit is nothing more than the office visit performed remotely. Providers will receive reimbursement from BCN for other services that occur while the patient is in the office like the CBE and the pap smear but providers will not be reimbursed for an additional office visit once providers have billed BCN for a telehealth office visit.**

How do we indicate on the BCN Screening/Billing form this was a telehealth visit versus in person visit, since the CPT codes are the same, to ensure BCN knows when actual results are not included on the form?

**Answer: Providers should write "TH" or "Telehealth" on the form to indicate that the services were provided using telehealth resources.**

How can we obtain consent for women using telehealth services for care and ensure we are meeting BCN requirements? For the other virtual visits we do, our admin teams are consenting patients for a virtual visit, emailing copies of consent forms, and the providers are consenting them during the visit and documenting the consent. Is this appropriate for BCN Telehealth as well?

**Answer: Providers can send copies of the consent forms via mail or providers can receive verbal consent on the day of the telehealth visit once the patient arrives for their appointment. If providers chose to do a verbal consent, the patient's full name and date of birth must be verified first and the consent should be witnessed. Please see the information below:**

**Verbal consents should be witnessed, i.e when patient gives a verbal consent the staff indicate on the consent form the patient's name, DOB and/or MR #, Date of consent, then staff sign and another staff who hears the consent from the patient witnesses.**

Jane Doe DOB 1/1/1990 verbal consent given on 5/4/2020 to Janet Nursing Staff Jane Witness  
Patient Name Staff Signature Witness



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If a patient doesn't have an email address, what are our options for getting copies of consent?

**Answer: Providers can send copies of the consent forms via mail or providers can receive verbal consent on the day of the telehealth visit once the patient arrives for their appointment. If providers chose to do a verbal consent, the patient's full name and date of birth must be verified first and the consent should be witnessed. Please see the information below:**

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Once COVID-19 subsides and if a provider decides to continue doing telehealth visits on an ongoing basis, will Best Chance Network continue to cover payment or will Best Chance only accept actual in-person visits?

**Answer: As of today, BCN has not received any guidance from CDC about the possibility of continued telehealth services after COVID-19. Once BCN receives guidance from CDC, that information will be provided.**