

SHARRON A. MACKEY, MHS, MPA
CHIEF EXECUTIVE OFFICER

CHRIS FARNITANO, MD
HEALTH OFFICER

TERRI LIEDER, MPA, CPCS, CPMSM
DIRECTOR OF PROVIDER RELATIONS,
CONTRACTS AND CREDENTIALING



PROVIDER RELATIONS

595 Center Avenue, Suite 100
Martinez, California 94553

Main Number: 925-313-9500
Provider Call Center: 877-800-7423

Fax: 925-646-9907
www.contracostahealthplan.org
providerrelations@cchealth.org

Se Habla Español

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To: Contra Costa Health Plan (CCHP) Providers

RE: Telehealth Services

Contra Costa Health Plan (CCHP) follows all applicable Federal and State laws in the use of Telemedicine services to provide consultation, access and quality of care to members. Due to the recent COVID-19 outbreak, CCHP is providing the following guidance on providing essential services by Telehealth:

- Telehealth services may be provided at a physician office, clinic setting, hospital, skilled nursing facility, residential care setting or patient home or other setting.
- The treating health care provider at the distant site believes the services being provided are clinically appropriate to be delivered via telehealth based upon evidence-based medicine and/or best clinical judgment.
- The member has provided verbal or written consent and it is documented in the medical record.
- The medical record documentation substantiates the services delivered via telehealth meet the procedural definition and components of the CPT-4 or HCPCS code(s) associated with the covered service
- The services provided via telehealth meet all laws regarding confidentiality of health care information and a patient's right to the patient's own medical information.
- The patient is not precluded from receiving in-person health care services after agreeing to receive telehealth services.

CCHP providers must use the appropriate modifiers and CPT-4 or HCPCS codes when billing for services delivered via telehealth and document the Place of Service code "02" on the claim. If you have any questions, please contact CCHP by e-mail at Providerrelations@cchealth.org or by phone 925-313-9500.

Sincerely,

Terri Lieder

Terri Lieder, MPA, CPCS, CPMSM
Director of Provider Relations, Contracting and Credentialing

