



CaIVCB has modified our process to remove all barriers for victims seeking medical and mental health telehealth services consistent with stay at home orders and based on feedback we received from providers. CaIVCB will now allow all medical and mental health telehealth sessions billed while stay at home orders remain in effect.

During this time, mental health providers will not be required to submit the Telehealth Therapy Verification form and a Treatment Plan (TP). However, when billing mental health telehealth sessions, please note the following:

- Reimbursement for telehealth is limited to only the cost of therapy
- Telehealth sessions do count against the claimant’s session limit
- On the CMS 1500 billing form indicate “GT” for Audio and Video Telecommunications as the technology used to facilitate the telehealth session in box 24 D “Modifier.”

LINE	A. DATES OF SERVICE						B. PLACE OF SERVICE	C. ICD-9-CM	D. PROCEDURES, SERVICES, OR SUPPLIES (Specify Unusual Circumstances) MODIFIER	E. DIAGNOSIS	F. CHARGES	G. RATE	H. UNIT	I. QUAL	J. RENDERING PROVIDER ID #	K. INFORMATION
	From	To	MM	DD	YY	MM										
1																
2																

- Use the following CPT Codes for mental health telehealth sessions:
  - 98968: Telehealth, non-psychiatrist
  - 99443: Telehealth, psychiatrist

CaIVCB does not regulate the type of technology used for telehealth services and cannot approve or deny a technology. It is important that providers comply with the direction from their licensing agency.

Relevant statutes and regulations and current direction about the provision of telehealth can be found by visiting the following links:

- <https://dca.ca.gov/consumers/coronavirus.shtml>
- <https://www.bbs.ca.gov/>
- [https://www.psychology.ca.gov/applicants/covid\\_19.shtml](https://www.psychology.ca.gov/applicants/covid_19.shtml)
- [https://bbs.ca.gov/pdf/updated\\_coronavirus\\_statement.pdf](https://bbs.ca.gov/pdf/updated_coronavirus_statement.pdf)

The Office for Civil Rights (OCR) at the Department of Health and Human Services (HHS) is responsible for enforcing certain regulations issued under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) issued a notice. OCR will exercise its enforcement discretion and will not impose penalties for noncompliance with the regulatory requirements under the

HIPAA Rules against covered health care providers in connection with the good faith provision of telehealth during the COVID-19 nationwide public health emergency.

Under this Notice, covered health care providers may use popular applications that allow for video chats, including Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, or Skype, to provide telehealth without risk that OCR might seek to impose a penalty for noncompliance with the HIPAA Rules.

Thank you for all that you are doing during this time to ensure victims have safe access to services. If you have questions, suggestions, or concerns, please contact us at [info@victims.ca.gov](mailto:info@victims.ca.gov).