

April 3, 2020

RE: Coronavirus –Use of Telemedicine to Provide Occupational, Physical, and Speech Therapy by licensed Assistants during COVID-19 Outbreak

### **Occupational, Physical, and Speech Providers,**

We appreciate your patience over the past several days as we looked for ways to increase members' access to telemedicine and to help you continue to provide quality services to our members during this unprecedented time.

To mitigate the spread of COVID-19, Empower is committed to enabling members to remain in their homes to reduce exposure and transmission, and to preserve our network's capacity for the duration of this public health emergency consistent with Arkansas Division of Medical Services (DMS) mandates.

Effective **March 30, 2020**, Empower will be following the DMS Use of Telemedicine to provide certain Occupational, Physical and Speech therapy services during the COVID-19 Public Health Emergency. In addition, we are offering specific guidance regarding parental consultation. See below. We will notify you via provider alert once configuration is complete and you can bill Empower for these services.

- Individual Physical Therapy provided by a licensed Physical Therapist Assistant
- Individual Occupational Therapy provided by an licensed Occupational Therapist Assistant
- Individual Speech Therapy provided by a licensed Speech-Language Pathologist Assistant
- Parental Consultation

To see the DMS memorandum here:

[https://humanservices.arkansas.gov/images/uploads/resources/Memorandum\\_DMS-04\\_%28DD-therapy-telehealth%29.pdf\\_.pdf](https://humanservices.arkansas.gov/images/uploads/resources/Memorandum_DMS-04_%28DD-therapy-telehealth%29.pdf_.pdf)

### **To bill Empower for these services:**

- Please use Place of Service "02"
- Please use the modifier "GT" as the last modifier to indicate service was provided via telehealth

### **Parental Consultation**

Parental consultation is a service that allows a therapist to instruct a parent or caregiver on how to use therapeutic equipment or techniques with their child to continue working on therapy goals and objectives.

To bill for this service, the therapist must document that the parent or caregiver was present with a beneficiary. The service must be provided using the appropriate real-time technology that includes both a video and audio component. The originating service requirement is relaxed so that the parent can receive this service from their home.



The service may be provided in 1-minute units with a max of 15 units per day (1 session) with a maximum of 8 sessions per month.

Code	Modifier	Description		Max Allowed	Fee
T1014	UB, U1	Parental Consultation, Physical Therapy Assistant	1 unit = 1 minute	15 units a day 8 sessions a month 96 sessions per calendar year EOB allowed	\$1.05
T1014	UB, U2	Parental Consultation, Occupational Therapy Assistant	1 unit = 1 minute	15 units a day 8 sessions a month 96 sessions per calendar year EOB allowed	\$1.05
T1014	UB, U3	Parental Consultation, Speech Language Therapy Assistant	1 unit = 1 minute	15 units a day 8 sessions a month 96 sessions per calendar year EOB allowed	\$1.05

Our focus remains on supporting our providers, customers and members during the declared state of emergency. Because of the fluid nature of the situation, we will continue to adjust our policies and procedures and provide updates to you as changes occur.

If you have questions about this please contact [empowerhealthcaresolutionspr@empowerhcs.com](mailto:empowerhealthcaresolutionspr@empowerhcs.com)

Thank you,

Empower Healthcare Solutions