

#	Question	Answer
1	Will you allow provisions for extensions of expiring authorizations to continue to provide services for clients expiring during this time?	The authorization process will remain the same.
2	First, thank you for quickly responding to allowing Telehealth and great communication from with regional liason Ross Riley. Secondly, will you consider allowing some evaluations and re-evaluations via Telehealth, particularly with infants under 18 months and children we have as established relationships with?	Speech therapy evaluations are allowed via telehealth. Due to COVID-19, physical therapy and occupational therapy evaluations and re-evaluations will be allowed via telehealth if medically appropriate. And as always, the submitted documentation must show medical necessity, along with data and rationale to reflect the skilled medically necessary services requested and rendered.
3	Your policy regarding OT and PT evals and re-evals are not allowed. How are we able to cover these needed services during this time?	Due to COVID-19, physical therapy and occupational therapy evaluations and re-evaluations will be allowed via telehealth if medically appropriate. And as always, the submitted documentation must show medical necessity, along with data and rationale to reflect the skilled medically necessary services requested and rendered.
4	Do we need to use the GP and GT modifier? Or just the GT	Providers would use the appropriate therapy modifier (GN, GO, GP) and then the GT-telehealth modifier when billing the claim.
5	Does this apply to private practice only or hospital based outpatient services too?	Hospital based therapy services are allowed via telehealth at this time.
6	If we are requesting a new PA do we need to put the GT modifier on the request form?	Do not add the GT modifier on a new PA request form.
7	What about speech therapy services? Specifially consultation for adults on DDS waiver G0153?	
8	Has 92507 (ST treatment) also been authorized for this?	92507 was previously allowed via telehealth and this has not changed.
9	Will soonercare allow and pay for teletherapy sessions that primary insurance will not cover/allow?	
10	What is the status of providing feeding/swallowing evals and tx codes 92610 and 92526	CPT codes 92610 and 92526 will be allowed via telehealth at this time.
11	OT -97530	no answer required
12	ST authorizations are coming back with teletherapy and direct therapy units separately. However, OT & PT auths are not. Is this going to change?	During this COVID-19 time, OT/PT will be allowed to perform evaluations, re-evaluations, and specific therapies via telehealth.
13	92507, 97110, 97530	no answer required
14	Will you be extending current PAs for speech as well?	The authorization process will remain the same.
15	Does this apply to claim form 1500 or can claims for telehealth on UB-04 be reimbursed?	Hospital based therapy services are allowed via telehealth at this time.
16	What about ST, OT & PT therapy that need re-evals but we are not able to obtain orders from PCP due to not being able to get in for well child appts	It is up to the ordering provider as to whether or not to extend or renew a therapy order.
17	Can you use the OT/PT billing codes for phone calls or does it have to be a "virtual visit"?	The OT/PT billing codes are for face-to-face or telehealth; telephonic visits have different CPT codes that must be billed when providing services via telephonic.
18	PAs would need to be extended if you are requiring a formal re-evaluation that cannot be completed via telehealth.	Due to COVID-19, physical therapy and occupational therapy evaluations and re-evaluations will be allowed via telehealth if medically appropriate. And as always, the submitted documentation must show medical necessity, along with data and rationale to reflect the skilled medically necessary services requested and rendered.
19	Please put contact in chat box	The available email addresses to send for PA or therapy questions are: MAUadmin@okhca.org or Therapyadmin@okhca.org
20	Jaclyn, can you write your email address in the chat, please?	The available email addresses to send for PA or therapy questions are: MAUadmin@okhca.org or Therapyadmin@okhca.org
21	Are you allowing ST evals?	Speech therapy evaluations are allowed via telehealth at this time.
22	We are finding many pediatricians not doing well visits at this time nor are there referral offices open. So getting new scripts is not happening.	Please discuss with the physician and/or family. Many physicians have been willing to provide a new/updated order or referral without requiring a face-to-face visit with the member.
23	I think that we can definitely do accurate evaluations especially with tools for infants such as General Movement Assessment, PEDI, Parent report, etc.	Due to COVID-19, physical therapy and occupational therapy evaluations and re-evaluations will be allowed via telehealth if medically appropriate. And as always, the submitted documentation must show medical necessity, along with data and rationale to reflect the skilled medically necessary services requested and rendered.
24	Just wondering if there is some way to get the PA's approved more quickly during this time? Anything we can do to facilitate this process?	We appreciate your patience at this time. Please review all submissions for accuracy & avoid submitting duplicate requests. Providers may cancel incorrect/duplicate requests via the Provider Portal

25	If a therapist does evaluation via Telehealth, would treatment be approved even if eval is not?	Medical necessity must be met for each Prior Authorization Request submitted for the service to be approved. If the evaluation & treatment plan submitted support medical necessity and all other requirements are met; the request may meet medical necessity.
26	Can you type the website link for COVID-19?	www.okhca.org/COVID19
27	Are you covering for CPT code 92507 if we file with GT modifier	Yes, CPT 92507 was previously allowed via telehealth and this has not changed.
28	Is 92526 being covered?	Yes, CPT 92526 is allowed via telehealth at this time.
29	We are having trouble getting scripts from doctors for re-evaluations even for ST. Re-evaluations could be conducted through telehealth but well-child visits are not being conducted. Could scripts dates be extended? Could authorizations be extended?	The ending date of existing authorizations will not be extended. Normally, speech evaluations must be completed within 90 days of the physician's Rx/order date; however, we are temporarily allowing extra time in addition to the 90 days for completion of the speech evaluations and adding this time to the duration of the request for a speech evaluation. For therapy purposes, the prescription/order is valid for a maximum of 1 year unless the physician has specified a shorter duration.
30	Will the requirement for office notes and supporting documentation for Re-evaluations be waived during this time? PCPs are not doing well-child exam	Please submit a copy of the most recent office notes you have with a statement of explanation. We will consider accepting office notes that have recently expired on a case-by-case basis. All other required documentation must be current & submitted with the request for speech evaluations.
31	Are CPT codes 92630 and 92526 being paid with GT modifier?	Yes, CPT 92630 and 92526 are allowed via telehealth at this time.
32	Are school based OT, PT and Speech services provided through tele-health reimbursed by Medicaid?	Yes, school based therapy services are allowed via telehealth at this time.
33	Will you specify when you are speaking of juvenile medicaid vs adult medicaid if the rules are different.	For adults, outpatient therapy services are only allowed when performed by an outpatient hospital facility, they are allowed 15 visits per discipline per year, no prior authorization is required, and outpatient hospital therapy is allowed via telehealth at this time.
34	Regarding pediatric PT, when families are unable to fax or scan documents will you allow verbal/witnessed signatures on Parental consents that are expiring?	If the information is complete and intact, a verbal consent or witnessed signature is appropriate at this time. Please document accordingly to reflect the consent.
35	Understand that you are not reimbursing OT/PT evals via telehealth, but will you approve the PA for therapy if the eval was done via teletherapy?	Due to COVID-19, physical therapy and occupational therapy evaluations and re-evaluations will be allowed via telehealth if medically appropriate. And as always, the submitted documentation must show medical necessity, along with data and rationale to reflect the skilled medically necessary services requested and rendered.
36	If a patient was authorized under a hospital based billing clinic (UB form). can we transition that patient to telehealth with the same therapist under a clinic based billing (1500) to do telehealth. Do we need a new auth or can we work under the same auth.	Hospital based therapy services are allowed via telehealth at this time and generally do not require prior authorization.
37	What do providers do when private insurance wants us to use G-codes but OHCA is secondary and our auths are for CPT codes. How do we file with OHCA for secondary payment	See response to Question 53
38	MAU & Therapy email addresses	The email addresses to send for PA or therapy questions are: MAUadmin@okhca.org or Therapyadmin@okhca.org
39	I am using a HPA compliant platform but rarely a parent has trouble and asks to use FaceTime or another platform not as HPA compliant. Is that okay if well documented the reason and parent's permission?	There has been a temporary allowance put on use of non HIPPA compliant platforms. Please ensure you are remaining current with the state regulations on this as well as your licensure boards, codes of ethics, and standards of practice.
40	Will you accept a referral from a physician who does as tele health well child check	Yes, we will allow referrals from a physician who performs a telehealth well child check.
41	PT- Since telehealth evals are not covered at this time, would we still be reimbursed for treatment sessions if we performed a unbilled evaluation via telehealth?	Due to COVID-19, physical therapy and occupational therapy evaluations and re-evaluations will be allowed via telehealth if medically appropriate. And as always, the submitted documentation must show medical necessity, along with data and rationale to reflect the skilled medically necessary services requested and rendered.
42	so if we get a extention or new RX do we just send that in by fax & request a new date span	Please submit all PA requests through the Provider Portal. This process has not changed. Faxed submissions are not acceptable.
43	92507 is a speech code	no answer required
44	92507 is a speech therapy code	no answer required
45	For Pediatric OT-97530- can we request new PA for recent auth. with new RX based on progress note or re-assessment note without new eval during this time?	A re evaluation with updated POC and testing is required annually. Please refer to the OT/PT guidelines on the website for the required information for a re-assessment. Medical necessity will be the determinate as well as current data, testing, and rationale to reflect medical necessity.
46	Speech therapy codes that were previously posted included: 92507, 92521, 92522, 92523, and 92524.	no answer required

47	92507 is individual speech/hearing therapy	no answer required
48	For approved authorizations that have both 92507 and 92630 on them, the claims are only paying if we use GN with 92507 and GN and GT with 92630. Do we know why these claims aren't allowing us to add GT to 92507?	**Provider received an individualized answer specific to her billed claim.
49	Even though these codes do not have prior auth? Because adults dont have to have prior auth? Also, the way hospital based outpatient clinic bill, we are not able to affix a modifier...	**Not sure as to the question.
50	For a zoom or FaceTime visit do we check that child is present?	All encounters require that the member be present for the visit; your documentation must reflect this as well as reflect the type of encounter (e.g., direct treatment, teletherapy, etc.). Refer to policy regarding telehealth for more specific requirements.
51	Can you please define provider types: 08, 07, 087, 170, 171, 174, and 175?	Provider type: 07-capitation provider (school), 08-clinic; Provider specialty: 087-OT/PT/ST/RT clinic, 170-physical therapist, 171-occupational therapist, 174-occupational therapy assistant, 175-physical therapy assistant.
52	Do you pay for telehealth billed on a UB and 1500? We are a hospital based clinic and bill on a UB....will services provided and billed on a UB be reimbursed.	Yes, hospital based services billed on a UB will be allowed for telehealth.
53	Similar question...some of our primary insurers are requiring a 95 modifier or a GQ modifier and NOT the GT modifier. How do you recommend we then send through to secondary (OHCA)?	Please notate on your EOB attachment the reason for the modifier or code difference,. We have already notified our staff reviewing claims to be on the lookout for these and we have told our TPL staff in case they receive phone calls.
54	Is there a list of the specific codes E/M acceptable for telehealth?	Covered telehealth E&M services at this time include: 99201-99205 and 99211-99215
55	Can hospital outpatient department furnish PT/OT/ST telehealth services? Thank you!	Yes, hospital based services billed on a UB will be allowed for telehealth.
56	If private insurance is denying telehealth but child has SoonerCare as secondary, is SoonerCare going to cover?	Please follow the appropriate procedures for submitting TPL claims
57	Knowing that you are not reimbursing OT/PT evals via telehealth, but will you approve the PA for therapy if the eval was done via teletherapy?	Due to COVID-19, physical therapy and occupational therapy evaluations and re-evaluations will be allowed via telehealth if medically appropriate. And as always, the submitted documentation must show medical necessity, along with data and rationale to reflect the skilled medically necessary services requested and rendered.
58	I using a HPA compliant platform but sometimes the parents have difficulty with the technology. If the parents request and give permission can we use FaceTime or other less HPA compliant?	There has been a temporary allowance put on use of non HIPPA compliant platforms. Please ensure you are remaining current with the state regulations on this as well as your licensure boards, codes of ethics, and standards of practice.
59	Should our prior authorizations continue to request units as if in-person sessions will eventually be available? Do we need to be adding teletherapy modifiers to these authorizations? Or continue as we have always done?	Continue as you normally do. Leave the GT modifier off the authorization request.
60	How does this relate to the G0151 codes for DDSD	Not applicable
61	Will soonercare except an old consent form if parents do not want to come in to fill it out and do not have the options to print off and fill out at home and to send it back to offices?	A verbal consent documented by the therapist or a witnessed written consent is acceptable during this time with supportive documentation from the therapist.
62	With the parent presenting child for treatment for consent, does this apply as far as getting a verbal consent for treatment overall vs a signed consent?	A verbal consent documented by the therapist or a witnessed written consent is acceptable during this time with supportive documentation from the therapist.
63	I don't believe you have specifically answered the question about approving PAs for teletherapy off of an eval done via teletherapy for PT/OT. You have said it is not going to be reimbursed, but will the PA be approved?	Due to COVID-19, physical therapy and occupational therapy evaluations and re-evaluations will be allowed via telehealth if medically appropriate. And as always, the submitted documentation must show medical necessity, along with data and rationale to reflect the skilled medically necessary services requested and rendered.
64	I am very excited about the opportunity this is giving us to explore Telehealth as a platform to serve the citizens of Oklahoma, particularly those of us in rural Oklahoma. What do you recommend we keep track of to hopefully be able to explore Telehealth in the future?	Items such as outcomes and customer satisfaction would be great data points to track during this time.
65	School based speech services are being reimbursed?	Yes, school based therapy services are allowed via telehealth at this time.
66	this is a school based ST services question. are any school based services billable to this time? services would be provided through zoom	Yes, school based therapy services are allowed via telehealth at this time.
67	Can you address the question above about allowing verbal/witnessed signatures on parental consents that are expiring if families are unable to fax or scan documents?	A verbal consent documented by the therapist or a witnessed written consent is acceptable during this time with supportive documentation from the therapist.

68	Can PTAs and COTAs provide the services through Telehealth?	Yes, PTAs and COTAs can provide services through telehealth as long as they are directed by a contracted PT or OT therapist.
69	Is it lawful to essentially deny a covered service (OT/PT/Speech eval) to a Medicaid insured individual? Questioning the above as well, if an eval is performed, but not reimbursed, will the PA be approved?	All services must meet OHCA's requirement of medical necessity. Please refer to OHCA Policy 317: 30-3-1(f)1-6. OHCA is the payer source, we do not deny or withhold services. Please refer to your own professions code of ethics and standards of practice to make a determination and recommendation for treatment of the member. Payment is approved on the basis of medical necessity which is required for consideration of all authorizations. We are happy review any submitted documentation for review of medical necessity. Due to COVID-19, physical therapy and occupational therapy evaluations and re-evaluations will be allowed via telehealth if medically appropriate. And as always, the submitted documentation must show medical necessity, along with data and rationale to reflect the skilled medically necessary services requested and rendered.
70	dietitian codes: 97803 GT codes don't seem to be paying (face to face medicaid units via telehealth). 97803 u5 GT is paying if you get PA adjusted by provider support. so how do we resolve the 97803 GT not paying?	See response to Question 53
71	Will 92526 be covered by GT if you are helping parents set up and follow through on safe and appropriate feeding strategies in the home that have been covered in therapy?	Yes, 92526 will be allowed via telehealth at this time.
72	Can you type out those email addresses	The available email addresses to send for PA or therapy questions are: MAUadmin@okhca.org or Therapyadmin@okhca.org
73	The consent form is valid for 1 year, will you allow extension or verbal consent for re-evals?	A current physicians signature/RX is needed for consideration of authorization.
74	From what I understand from what you said, you are working on your end to allow for reimbursement for telehealth services provided and billed on a UB. Is this correct?	Yes, hospital based services billed on a UB will be allowed for telehealth at this time. Services must be appropriate for telehealth.
76	would this type of situation still allow for school based ST services to be reimbured: 2 students were being treated in a group at school, but now per teletherapy, each child is going to be seen as individuals due to scheduling conflicts. Is there any code to used to have ST reimbursed since individual treatment is being provided instead of group?	CPT 92507 is used for individual speech therapy and is billable when performed via telehealth.
77	For those students who were seen in a group setting at school for speech services and are now being seen through teletherapy individually, can the school bill for individual treatment for that student?	CPT 92507 is used for individual speech therapy and is billable when performed via telehealth.
78	Will all of these answers be provided in an OHCA global message after this meeting? The audio is poor and I would love to see all of this in writing.	The questions and answers will be uploaded to the website at www.okhca.org/COVID19
79	I have been contacting my adult medicaid patients weekly and discussing and updating their HEP. Medicare is paying for this service, calling them E- visits. Medicaid is not reimbursing for this service at this time, correct?	correct
80	Did I just hear that you will not reimburse OT & SP evals? I have received approval for Speech Eval with a GT code so I assumed it will be reimbursed, is that not correct?	Speech therapy evaluations are allowed via telehealth at this time.
81	For physical therapists, if my understanding is correct our state practice act does not allow evaluations or recerts on a telehealth of virtual platforms. That is the case, are there any specific with Medicaid rules a physical therapist needs to know about for billing and/or documentation. For example, Medicare has not approved telehealth for PT but has approved e visits and those have specific billing codes.	OHCA is a payer source and cannot speak to the specifics of the PT state practice act. Please refer to the practice act, your national/state associations, code of ethics, and standards of practice to guide your practice.
82	I don't know if this has been answered....Can SLPs do evals per telehealth and bill for that service?	Speech therapy evaluations are allowed via telehealth at this time.
83	So my understanding then is the evaluation may not be payed but can be used to submit for PAs. Is that correct?	Due to COVID-19, physical therapy and occupational therapy evaluations and re-evaluations will be allowed via telehealth if medically appropriate. And as always, the submitted documentation must show medical necessity, along with data and rationale to reflect the skilled medically necessary services requested and rendered.
84	Severa of us have been petitioning for OT/PT to be available via telehealth for soonercare patients for ages. Fingers crossed that we can keep this service available for patients that otherwise cannot get therapy :)	no answer required

85	Did you just say no evaluations are approved for speech through telehealth?	Speech therapy evaluations are allowed via telehealth at this time.
86	Thank you , so we just get an extension on services until we can do evals again?	The duration of an existing Prior Authorization cannot be extended You may submit a request for a new authorization, including all required documentation, through the Provider Portal.
87	Can PTAs and COTAs provide therapy through the Telehealth platform?	Yes, PTAs and COTAs can provide services through telehealth as long as they are directed by a contracted PT or OT therapist.
88	92523	no answer required
89	I also got an approval for an eval 92523 for GT.	92523 was previously open for telehealth and that has not changed.
90	Hasn't 92523 always been open via teletherapy for ST's?	92523 was previously open for telehealth and that has not changed.
91	We were under the impression that we could provide 92523's ST evals.	92523 was previously open for telehealth and that has not changed.
92	92523 is an eval code for speech and as I believe it is one of the codes that has always been approved.	92523 was previously open for telehealth and that has not changed.
93	OHCA has released statements as of 2017 that speech evaluations ARE allowed to be performed via teletherapy. They definitely should be reimbursed if you have a PA for the service.	Speech therapy evaluations are allowed via telehealth at this time.
94	I believe most SLPs are referring to comprehensive ST evaluations under 92523. Is this telehealth approved?	92523 was previously open for telehealth and that has not changed.
95	Will this meeting be available at a later date as a download to review the speaking points?	
96	Can you reiterate what specific documentation is needed to extend services for PAs for speech that are reaching deadline?	Existing Prior Authorizations are NOT being extended. A new Prior Authorization Request may be submitted for continued services, including all necessary documentation.
97	4 (92521, 92522, 92523, and 92524) of the 5 SLP codes 'approved' are eval codes(?) 1 is therapy (92507). What has not been addressed is the 92526 feeding/swallowing tx code	92526 is allowed via telehealth at this time.
98	Where will be find those answers to those questions that have been asked?	
99	Are you going to allow verbal/witnessed consent from parents for parental consent forms that are expiring when they are unable to fax/scan back documents.	If the information is complete and intact, a verbal consent or witnessed signature is appropriate at this time. Please document accordingly to reflect the consent.
100	Are PTAs/COTAs allowed to bill telehealth services?	Yes, PTAs and COTAs can provide services through telehealth as long as they are directed by a contracted PT or OT therapist.
101	what is going to happen when school based practitioners and clinic based practitioners billing on the same child	We ask that therapists coordinate services to not provide on the same day for the benefit of the member; however, the system will allow payment for services billed with the same date of service for school based and clinic based providers.
102	So is my question regarding PTAs and COTAs going to be addressed later and in writing?	PTAs and COTAs can provide services through telehealth as long as they are directed by a contracted PT or OT therapist.
103	Rebecca Renfro 12:03 PM First, thank you for quickly responding to allowing Telehealth and great communication from with regional liason Ross Riley. Secondly, will you consider allowing some evaluations and re-evaluations via Telehealth, particularly with infants under 18 months and children we have as established relationships with?	Due to COVID-19, physical therapy and occupational therapy evaluations and re-evaluations will be allowed via telehealth if medically appropriate. And as always, the submitted documentation must show medical necessity, along with data and rationale to reflect the skilled medically necessary services requested and rendered.
104	My apologies if this has already been addressed, can these telehealth visits be performed by a PTA?	PTAs and COTAs can provide services through telehealth as long as they are directed by a contracted PT or OT therapist.
105	if a student was being seen in a group at school but now will have to be seen as an individual due to scheduling with family, is there an alternative code to use for reimbursement to still happen?	CPT 92507 is used for individual speech therapy and is billable when performed via telehealth.
106	What specific modifiers are needed to bill for school based OT, PT and speech services?	For school based therapy services there will be three modifiers required: 1) TM-school based, 2) therapy modifier GN, GO, GP and then 3) GT-telehealth.
107	PLEASE repeat the PT OT ST link	The available email addresses to send for PA or therapy questions are: MAUadmin@okhca.org or Therapyadmin@okhca.org