

	Question	Response
1	Please address the question if PTAs can you do virtual visits?	
2	<p>1. Can you provide additional guidance for providing care to a reasonable patient load while adhering to the CDC/OK government policies in order to justify the Oklahoma Medicaid remuneration rate?</p> <p>2. Can you provide additional guidance for providing additional insurance policies for dealing with frivolous law suits from patients that could claim they contracted Covid19 from your office?</p> <p>3. Are you going to give exact protocols for re-opening?</p> <p>4. Are you going to pay for a PPE code?</p> <p>5. Do you have access to companies that have in stock the PPE that the CDC recommends - and at a price that medicaid providers (or any dental provider) can afford?</p>	OHCA is deferring to national, state and municipal guidelines for re-opening businesses and medical practices. We will not be issuing any additional protocols. CMS has not given OHCA the flexibility to reimburse for PPE, so there is no plan to reimburse for those supplies at this time.
3	Good afternoon, has a reimbursement amount been assigned to CPT 87635? The Oklahoma Medicaid message dated 4/27 stated CMS has not applied their rate, but they have now.	All rates should be up to date in the system.
4	As we move forward is there any look at using a hybrid method? Like possibly seeing patients every other visit in person and the next one virtually. This would allow a larger time between in person patient visits.	OHCA continues to monitor the data around telehealth utilization during the emergency period. It is possible that we will further open reimbursement for telehealth after the emergency period has ended. We welcome provider feedback on this topic.
5	Will new authorizations be issued in the coming months? Also, will authorizations that expired in April be extended?	New prior authorizations and continuation of service requests continue to be reviewed on a daily basis. Prior authorizations will not be extended.
6	since the state has open can we see our clients face to face following the CDD guidelines because am client always calling me	It is up to the individual provider to determine how to safely provide services to their client. OHCA recommends following national/state/local guidelines for social distancing.
7	What impact do expect providers to receive with the state budget cuts due to budget shortfalls? When would you expect these to take place if any?	The legislature is currently in the process of creating the state budget for SFY2021. Once it is complete, OHCA will have a better idea of our financial outlook.
8	I am having difficulty accessing PPE- where can we get it for our clinic?	OHCA does not have direct access to PPE.

9	<p>this is for treating pediatric dental office:</p> <p>1. Can you provide additional guidance for providing care to a reasonable patient load while adhering to the CDC/OK government policies in order to justify the Oklahoma Medicaid remuneration rate?— for example: 18 patients a day will not cover anything- so what is your advise</p> <p>2. Can you provide additional guidance for providing additional insurance policies for dealing with frivolous law suits from patients that could claim they contracted Covid19 from your office?</p>	<p>This is not within OHCA's scope as a payor of services. We recommend reaching out to the Dental board or state association for guidance.</p>
10	<p>Do thereapist fall under E&M services? Evaluation managment</p>	<p>Only with regard to the two telephonic E/M codes 98966, 98967 and 98968. See the 3/17/2020 global message at www.okhca.org/globals</p>
11	<p>are there any stipulations for telephone provider visits other than they don't have access to video telehealth equipment</p>	<p>Please reference the 3/17/2020 global message at www.okhca.org/globals</p>
12	<p>I am new to this industry. When you refer to "you can find that on global", what does that mean?</p>	<p>www.okhca.org/globals. When visiting this page, please sign up for web alerts at the top left corner of the page.</p>
13	<p>Will the state have budget cuts for Dental?</p>	<p>OHCA will know more when we have our final SFY2021 budget.</p>
14	<p>Will OK Medicaid cover out of state visits?</p>	<p>Out of state provider contracts are evaluated on a case by case basis. Please submit your enrollment application and we will review.</p>
15	<p>If we are a medical clinic the performs Covid testing, both swap and anitbody, what would the administration code be for doing the swab and test</p>	<p>Refer to 4/27/20 Global message for lab codes; specimen collection codes are G2023 and G2024. COVID-19 antibody testing codes have not been opened yet.</p>
16	<p>Will new authorizations be issued in the coming months? Also, will authorizations that expired in April be extended?</p>	<p>New prior authorizations and continuation of service requests continue to be reviewed on a daily basis. Prior authorizations will not be extended.</p>
17	<p>is there a modifier for mental health video conference</p>	<p>GT Modifier</p>
18	<p>When does telehealth reimbursement expire?</p>	<p>Currently 5/31/2020. We will evaluate toward the end of May to see if it needs to be extended through June 30. Stay tuned to global messages for updates.</p>
19	<p>I have several pediatric clients that the parents are very concerned about getting their children back out due to high risk. Is there a best place for them to communicate their concerns to the OCHA?</p>	<p>Call the member services helpline. More info can be found at http://okhca.org/about.aspx?id=218</p>

20	How long will meal providers be authorized to send out 2 meals/day?	Through the end of the emergency period. The emergency period ends the last day of the month in which the President declares that the emergency no longer exists.
21	Hospital billing, we are getting conflicting answers about sending paper claims. Need confirmation please.	The HCA17 form is still a paper process. Please mail the claim to the PO Box on the form with applicable documents and the claim will be processed. These claims are being processed as quickly as possible but please be prepared for a delay during this emergency period.
22	Are there any plans to suppress the 35 hour/week limit for behavioral health providers?	No. However, crisis intervention services (H2011) do not count toward the 35 hour limit.
23	Is there a specimen collection code	G2023 and G2024 are used for COVID-19 specimen collection.
24	For physical therapy, will you extend auths that ended in April? Or will a new auth need to be submitted?	A new prior authorization request will need to be submitted. For any questions, please contact TherapyAdmin@okhca.org