



7631 Wyoming St., Suite 201, Westminster, CA 92683, Tel: (714) 898-0765 ▪ Fax: (714) 898-0610

March 20, 2020

Dear Family Choice Providers:

As a follow-up to the Family Choice communication that was recently sent to you, we are updating you on CalOptima's recent adoption of telehealth as an accepted modality for management your patient's care. Please copy this link from CalOptima in your browser for questions and answers:

https://www.caloptima.org/~media/Files/CalOptimaOrg/508/COVID19/2020-03-18_CalOptimaCOVID-19FAQs_508.ashx

As a reminder, **specialty visits**, whether in the office or by telehealth, need to have been originated and referred by a primary care provider. There is no change to this policy.

All telehealth visits, in addition to the service rendered, need to be billed with a HCPCS "G" modifier as follow:

- **HCPCS code G2012: Brief communication technology-based service, e.g. virtual check-in, by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related e/m service provided within the previous 7 days nor leading to an e/m service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion.**
- **HCPCS code G2010: Remote evaluation of recorded video and/or images submitted by an established patient (e.g., store and forward), including interpretation with follow-up with the patient within 24 business hours, not originating from a related e/m service provided within the previous 7 days nor leading to an e/m service or procedure within the next 24 hours or soonest available appointment.**

Again, this is a rapidly evolving and changing situation and providers should check several websites regularly including CalOptima, Orange County Public Health and the CDC:

<https://www.caloptima.org/>
<http://www.ochealthinfo.com/phs/>
<https://www.cdc.gov/>

We appreciate your dedication and commitment to Family Choice patients during these difficult times; as testing becomes more readily available we will update you about policies and procedures. As always, please feel free to contact myself or our Medical Director, Dr. Lowell Gordon at 714.334.4924.

Sincerely,

A handwritten signature in blue ink that reads "Toan Tran MD".

Toan Tran, M.D.

President and CEO