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March 18, 2020

Dear Family Choice Providers:

Family Choice recognizes the difficulties that providers face as recommendations regarding COVID-19 are changing by the day and uncertainty (and fear) abounds. 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/>

Currently, provider offices have not been recommended to close and our obligation to our patients remains as robust as ever but several commonsense precautions should be taken:

- Patients should not congregate in the waiting room
- Staff scheduling appointments should be instructed to screen patients for symptoms ie. Fever, cough, international or hotspot travel that would dictate implementing isolation precautions
- Frequent disinfecting of rooms and equipment
- Instructions to staff on proper hand washing techniques

**Any suspected cases of patients infected with COVID-19 should be reported immediately to the Orange County Health Care Agency at 714.834.8180 (after hours call 714.628.7008).**

As a reminder, sending patients to the Emergency Department who can be similarly triaged in the office will overwhelm an already burdened aspect of our care continuum and result in less than optimal outcomes for all our patients. Telehealth is currently a **Medicare** covered benefit and can be reimbursed on a fee-for-service basis (see attached). However, telehealth is not a Medi-Cal benefit; we are seeking CalOptima for further guidance.

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, appearing to read "Toan Tran".

Toan Tran, M.D.

President and CEO

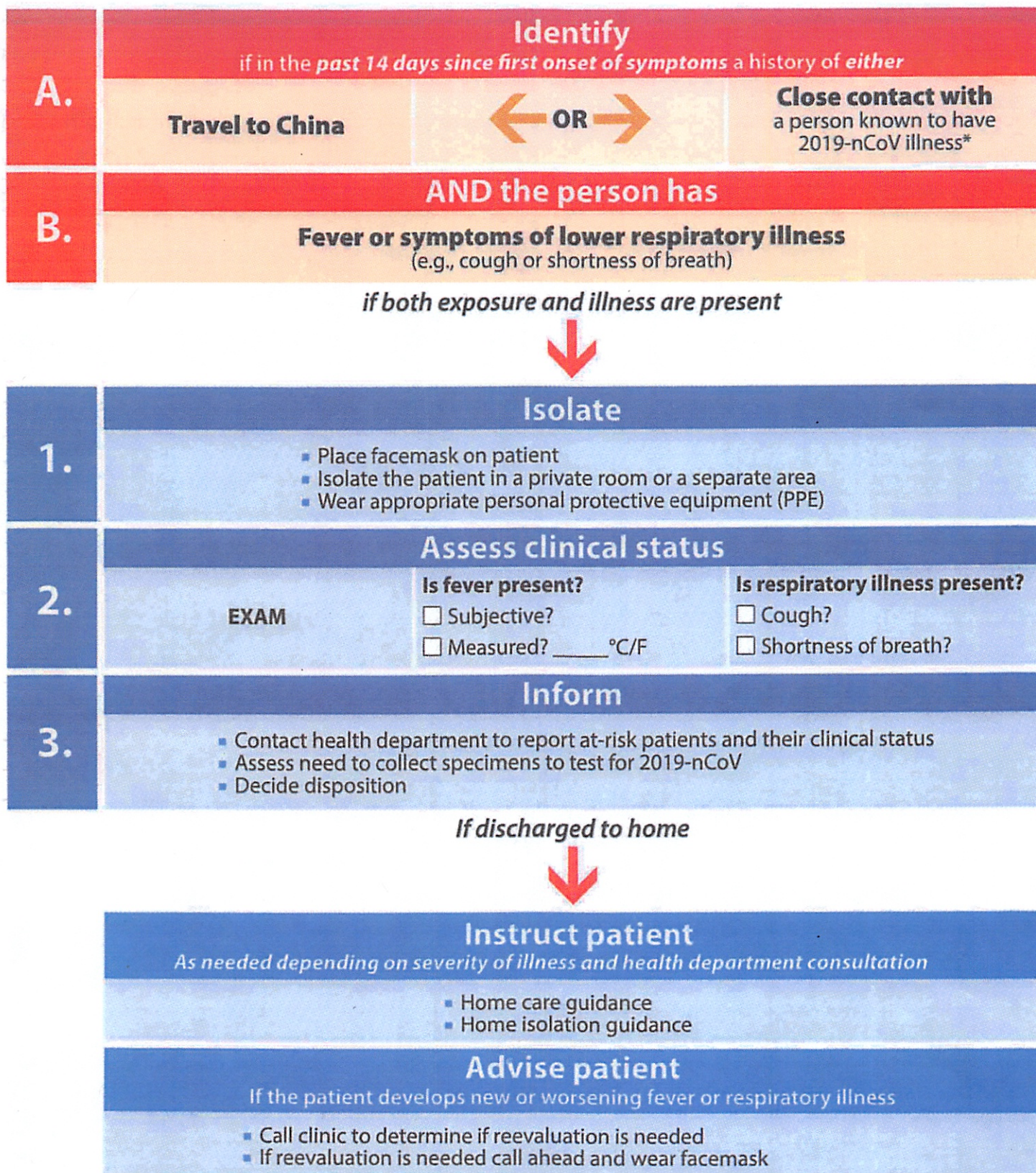
## Summary of Medicare Telemedicine Services

TYPE OF SERVICE	WHAT IS THE SERVICE?	HCPCS/CPT CODE	Patient Relationship with Provider
<b>MEDICARE TELEHEALTH VISITS</b>	A visit with a provider that uses telecommunication systems between a provider and a patient.	<p>Common telehealth services include:</p> <ul style="list-style-type: none"> <li>• 99201-99215 (Office or other outpatient visits)</li> <li>• G0425-G0427 (Telehealth consultations, emergency department or initial inpatient)</li> <li>• G0406-G0408 (Follow-up inpatient telehealth consultations furnished to beneficiaries in hospitals or SNFs)</li> </ul> <p>For a complete list:  <a href="https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes">https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes</a></p>	<p>For new* or established patients.</p> <p>*To the extent the 1135 waiver requires an established relationship, HHS will not conduct audits to ensure that such a prior relationship existed for claims submitted during this public health emergency</p>
<b>VIRTUAL CHECK-IN</b>	A brief (5-10 minutes) check in with your practitioner via telephone or other telecommunications device to decide whether an office visit or other service is needed. A remote evaluation of recorded video and/or images submitted by an established patient.	<ul style="list-style-type: none"> <li>• HCPCS code G2012</li> <li>• HCPCS code G2010</li> </ul>	For established patients.
<b>E-VISITS</b>	A communication between a patient and their provider through an online patient portal.	<ul style="list-style-type: none"> <li>• 99421</li> <li>• 99422</li> <li>• 99423</li> <li>• G2061</li> <li>• G2062</li> <li>• G2063</li> </ul>	For established patients.



# Flowchart to Identify and Assess 2019 Novel Coronavirus

For the evaluation of patients who may be ill with or who may have been exposed to 2019 Novel Coronavirus (2019-nCoV)



\* Documentation of laboratory-confirmation of 2019-nCoV may not be possible for travelers or persons caring for patients in other countries. For more clarification on the definition for close contact see CDC's Interim Guidance for Healthcare Professionals: [www.cdc.gov/coronavirus/2019-nCoV/hcp/clinical-criteria.html](https://www.cdc.gov/coronavirus/2019-nCoV/hcp/clinical-criteria.html)