

## **FAQs for IBH MBHO Providers Conducting Phone/Video Sessions**

**Can I change to conducting phone /video sessions with my current clients who I have previously seen face to face?**

You do not have to wait for approval from IBH to schedule and conduct the session.

**What is the fee for the telephone /video session?**

You will be paid the same fee you agreed to in your contract for face to face sessions. Your billing process and recordkeeping process is the same as face to face sessions.

**Do I need any special software to conduct a video session?**

Please follow applicable state and federal laws (i.e. HIPAA), including regulatory agencies with authority over licensing and certifications for current practices.

**What code can I use when using HIPAA teleconferencing software to provide hour long sessions and what is reimbursement rate?**

Use the same rate as office sessions.

**What modifier code should be used?**

Use place of service on behavioral health claims.

**Are there any special codes that need to be on the claim form? For example, GT or 02 for the place of visit.**

Place of visit should list according to the Medicare guidelines.

**Are video sessions included?**

At this time, video sessions are included.

**Will I only receive referrals from clients who are in the State(s) that I am licensed in?**

Yes, you will only receive referrals from clients who reside in your State(s) of license.

**What of a client is located in the same State, but is nowhere near my office?**

Remember you can provide phone/video counseling to clients who reside in your State, so geographic distance is not an issue.

**How long can I provide telehealth?**

As medically necessary and clinically appropriate based on current regulatory and standards of practice.

**Do I need to fill out any additional forms when I do phone/video sessions?**

The documentation is the same as required for face to face sessions.

**Who should I call if I have questions once I receive a client referral?**

If you have any questions, please contact the IBH/ABBM clinical team.