



Tel no: +27 12 362 5457

Fax no: +27 86 651 5438

E-mail: otoffice@uitweb.co.za

www.otasa.org.za

1A Hatfield Bridge Office Park

213 Richard Street, (c/o Stanza Bopape Street), Hatfield, Pretoria, 0028

PO Box 11695, Hatfield, Pretoria, 0028

Dear Member,

The Occupational Therapy Guidelines for Telehealth Services during the COVID-19 Pandemic: An Update from Medscheme

Many of you will have received the Telehealth communication from Medscheme, dated 1st April 2020, where the coding guidelines for OT's when doing Telehealth were not clear.

A collaborative meeting was held with the General Manager of the Health Professions Strategy Unit, Dr Claude Ndlovu and his team on Tuesday 7th April 2020 to clarify the details of this communication.

The following are the important points were highlighted during this meeting:

Medscheme is committed to ensuring that OT's continue servicing their members during this COVID-19 lockdown and must implement certain processes to ensure that telehealth sessions can be done.

- They have introduced two codes that indicate telehealth interventions, and **MUST** be billed with every session to indicate this:
 - **078330 - Virtual consultations**
 - **078340 - Telephonic consultations**
- These two codes are priced the same.
- As stated above, both codes are **not** to be billed on the **same day**. They may **each be billed twice on a single day if appropriate** and should be validated clinically. There is no definite time allocated to each code but are considered by Medscheme to be approximately between 10-30 minutes per consultation.
- It may be necessary to inform your Billing System Manager to include the above codes to be added to your billing system to be able to include these on your accounts, Although Medscheme has informed many of the EDI/switching houses regarding these codes.



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- Please ensure the correct ICD-10 codes are indicated on these accounts.
- As per the Medscheme document, it is requested that OT's re-submit accounts for Telehealth sessions to include the above codes, from the 15th March 2020, to Medscheme for re-processing.

Please note the following guidelines relating to OT coding with the above Medscheme telehealth codes:

1. **078330 - Virtual consultations** – This code is appropriate to use for the consultation time at the onset of your session. The re-assessment/treatment/group and/or recommendations that follow are to be billed using the appropriate clinical OT codes – as recommended the COVID OT Coding Guideline released on 1st April 2020.
2. However **please note** that due to the **inclusion of the 078330 code for consultation** with a Telehealth session, the **66201 & 66109 codes ARE NOT** permissible to be treated with Medscheme clients during this time.
3. **078340 - Telephonic consultations** - This code is appropriate to use when you perform a telephonic consultation with your client/family or parent with clear clinical content relating to the goals and treatment plan for that client. The only codes that can be added to this session would be **66041 OR 66431** (only once per month)
4. Therefore, there will be at least two codes on your account indicating which Medscheme telehealth code you are using as well as your clinical OT code indication the content of the session.

Further information will be circulated from Medscheme on the use of the online portal **Allegra** which is mentioned in the circular. This could be used by OT's as a digital telehealth portal if they have not already secured one.



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Once again, we reiterate that this is new to us as a profession, and is posing some very exciting, yet challenging treatment interventions for us to consider, trial, master and apply our clinical expertise too. The documents and updates from funders provide much needed answers and a direction for funding; and although it may not be the optimum, we trust that this will allow us to continue to meet the needs of the persons served. As OT's, we remain committed to serving our clients and providing ethical and goal directed therapy with every intervention, whilst being mindful of the dangers of over-servicing, perverse incentives and supersession.

We trust the above information will assist you in continuing with Telehealth sessions for Medscheme clients.

OTASA encourages OTs to utilise telehealth appropriately and ethically and to please direct all enquiries to telehealth@otasa.org.za Alternatively, the following technical experts can assist with questions and enquiries during this time:

- Haley Norval 082 454 5933
- Haneke Jonas 072 513 9876

Attachments:

- Consent Telehealth templet
https://drive.google.com/file/d/1bVzeAlcMDVbam1urS2tQWDfyR_FWu5Af/view?usp=sharing
- Allegra Overview
https://drive.google.com/file/d/1UY4c3fQxIPCvz0_Hip4zAnIkWH-jamzb/view?usp=sharing
- OT Guidelines for Telehealth Service during COVID-19 Pandemic
<https://drive.google.com/file/d/19h-aLij774W57VMshYFwwFjP91yOP5Ee/view?usp=sharing>