



THE HSC HEALTH CARE SYSTEM

Health Services for Children  
with Special Needs, Inc.

April 6, 2020

**Re: Updated Telehealth Billing Guidance during COVID-19 Containment Activities**

Dear Providers:

As community spread of COVID-19 continues in the region, Health Services for Children with Special Needs, Inc. (HSCSN) supports you and your commitment to ensuring our enrollees receive the care they need.

HSCSN permits the use of telehealth in lieu of in-person services during any COVID-19 containment activities for services that include:

- Face-to-Face Evaluation and Management (E&M) Visits
- Consultations
- Counseling services (such as Behavioral Health Therapy)
- Speech Therapy

No further action is required for providers rendering these services.

**Non-traditional Telehealth Services**

HSCSN is temporarily permitting specific, non-traditional telehealth services to be provided via phone and/or video conference. Those services include traditional Applied Behavioral Analysis (ABA), Physical Therapy, Occupational Therapy, Home Care Supervisory Visits and select Early Intervention Services.

Providers with a current authorization on file or those seeking a new authorization for any non-traditional, telehealth service during COVID-19 containment activities listed above must submit additional information to HSCSN's Utilization Management Department to update their current authorizations. Please use the attached *HSCSN Telehealth Request Form*.

All authorization requests and Telehealth Request forms should be submitted via the UM fax number 202-721-7190 or via email to [UM@hschealth.org](mailto:UM@hschealth.org).

**Updated Billing Guidance for Telehealth Services**

When billing for telehealth services, providers must use both the GT Modifier **and** the Place of Service (POS) 02 for all claim lines provided via telehealth.

**Telemedicine provider guidance from DHCF**

As a reminder, providers are required to follow the telemedicine provider guidance from DHCF (see <https://dhcf.dc.gov/page/telemedicine>), including provider enrollment requirements, telemedicine service model, participant eligibility, and technical requirements.



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### Questions

If you have questions related to this notice, please contact the HSCSN Provider Relations Department at 202-467-2737 or via email at [PRelations@hschealth.org](mailto:PRelations@hschealth.org). For more information about HSCSN's response to COVID-19, visit <https://hscsnhealthplan.org/coronavirus>.

Thank you,

Eric Levey, MD  
Chief Medical Officer

Cc: Dr. Ranota Hall, Chief Psychiatric Medical Officer  
Dr. Christine Golden, Behavioral Health Services Director  
Kiesha Smith, Director of Utilization Management  
Awa Sall, Associate Director of Contracting  
Charisse F. Vickerie, HSCSN, Manager, Provider Relations



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For more information visit: [hscsnhealthplan.org](http://hscsnhealthplan.org).  
For reasonable accommodations, please call (202) 467-2737.

If you do not speak and/or read English, please call 202-467-2737 between 7:00 a.m. and 5:30 p.m. A representative will assist you. **English.**

Si no habla o lee inglés, llame al 202-467-2737 entre las 7:00 a.m. y las 5:30 p.m. Un representante se complacerá en asistirle. **Spanish.**

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Nếu bạn không nói và/hoặc đọc tiếng Anh, xin gọi 202-467-2737 từ 7 giờ 00 sáng đến 5 giờ 30 chiều. Sẽ có người đại diện giúp bạn. **Vietnamese.**

如果您不能講和/或不能閱讀英語，請在上午 7:00 到下午 5:30 之間給 202-467-2737 打電話，我們會有代表幫助您。 **Chinese.**

영어로 대화를 못하시거나 영어를 읽지 못하시는 경우, 오전 0시 00분에서 오후 0시 00분 사이에 202-467-2737번으로 전화해 주시기 바랍니다. 담당 직원이 도와드립니다. **Korean.**

Si vous ne parlez pas ou lisez l'anglais, s'il vous plaît appeler 202-467-2737 entre 7:00 du matin et 5:30 du soir. Un représentant vous aidera. **French.**



GOVERNMENT OF THE  
DISTRICT OF COLUMBIA  
**MURIEL BOWSER, MAYOR**

This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.

HSCSN complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.