

Telehealth Coverage for VIVA MEDICARE Members

VIVA MEDICARE has expanded telehealth as allowed by CMS so providers can deliver the following health services without their patients leaving their homes and risking exposure to illness.

General Billing Information

Providers can perform new and established telehealth visits (including telephone) and file appropriate codes related to these services. New and established visits will be reimbursed with a place of service code 11 and Modifier 95 to indicate telehealth.

For a list of Medicare approved codes for telehealth, [click here](#).

Documentation requirements for a telehealth service are the same as those required for any face-to-face encounter, with the addition of the following:

- A statement that the service was provided using telemedicine or telephone consult;
- The location of the patient; and
- The location of the provider.

Primary Care Provider (PCP) Billing information

Primary Care Providers can utilize telehealth for an Annual Wellness Visit (AWV) for their established patients only. AWV claims must include HCPCS code G0438 or G0439, with place of service code 11 and Modifier 95 to indicate telehealth.

Effective April 10, VIVA MEDICARE's Comprehensive Review Forms (CRFs) can now be completed during a telehealth visit when the visits are provided using an interactive audio AND video component. This meets the face-to-face requirement for risk adjustment. Please note that CPT codes 99396 and 99397 are not acceptable telehealth codes and cannot be submitted with a CRF completed via telehealth (see list of acceptable telehealth codes by [clicking here](#)). PCPs should continue to address measure gaps when doing an AWV over the telephone and encourage members to complete their wellness screenings. If a VIVA MEDICARE member is due for a colon cancer screening, please let your C4Q nurse know, and VIVA MEDICARE will send them a Fit Test which can be performed at home.

Connect for Quality (C4Q) Incentive Opportunity Extended for PCPs

For Primary Care Physicians, because of the coronavirus outbreak, VIVA MEDICARE is extending the Comprehensive Review Form payment of \$200.00 through July 31, 2020 dates of service, and we will reassess at that time.

We appreciate your commitment to our VIVA HEALTH members. Please contact your provider representative for any billing questions and your C4Q nurse regarding CRFs.

Updated 04/15/2020



VIVA MEDICARE Connect for Quality
Temporary Incentive Increase for
Comprehensive Review Form (CRF) Completion and VIVA Days

CRF Incentive Increase:

VIVA MEDICARE will **temporarily** increase the incentive amount payable to **\$225** for completion of annual Comprehensive Review Forms (CRF) on eligible VIVA MEDICARE members for CRFs with dates of service **March 15, 2020, through June 30, 2020.**

Previously processed CRFs with dates of service **in this special period** will be re-adjudicated for the additional \$25 incentive, with the exception of audio only CRFs having dates of service between March 13 and April 9, 2020. Payment will not exceed \$225 for eligible CRFs during this special period, and compliant CRFs must be received by VIVA MEDICARE for processing **on or before** close of business July 31, 2020.

CRF Date of Service	Reimbursement	Filing Deadline
1/1/2020 – 3/13/2020	\$200	8/31/2020
3/15/2020 – 6/30/2020	\$225	7/31/2020
7/1/2020 – 7/31/2020	\$200	8/31/2020
8/1/2020 – 12/31/2020	\$100	1/31/2021

VIVA Day Incentive Payment Enhancements:

For CRFs completed at VIVA Days with dates of service **March 15, 2020, through June 30, 2020,** requirements for the VIVA Day measure will be waived with the exception of the requirement for minimum of 8 members. This incentive will be paid shortly after the July 31, 2020 filing deadline for CRFs in this special period.

For the remainder of 2020, for VIVA Days with CRFs completed outside this special period, VIVA will begin to pay out this measure monthly, instead of in 2021 with the rest of the C4Q measures. VIVA Days will be subject to the full conditions of the incentive, and payment for the incentive will begin after the PCP meets the requirements for the incentive. This accelerated payment schedule will replace what would have paid in the April, 2021 C4Q incentive payment.

These additional and enhanced incentives provide an excellent opportunity to check in with your VIVA MEDICARE members who may not have been to see you recently. The annual wellness visit is the perfect time to discuss their health status and wellness measures.

For questions, or to schedule VIVA Days, please contact your VIVA MEDICARE Connect for Quality Nurse, and thank for all you do to keep your VIVA MEDICARE members healthy.