

## *NewsFlash*

### **Family PACT: Guidance for Virtual/Telephonic Communications Relative to the 2019-Novel Coronavirus (COVID-19)**

In light of the United States Health and Human Services Secretary's January 31, 2020, public health emergency declaration, the California Governor's March 4, 2020, emergency declaration, and the President's March 13, 2020, national emergency declaration relative to COVID-19, the Department of Health Care Services (DHCS) is issuing additional guidance relative to virtual/telephonic communications for Family PACT providers.

For Family PACT providers, DHCS is adding Healthcare Common Procedure Coding System (HCPCS) Codes G2010 and G2012 (virtual/telephonic communications) as benefits under the program to align with existing Medi-Cal telehealth coverage policy as noted in the ["Medicine: Telehealth" section](#) of the Medi-Cal Provider Manual. Upon system implementation, any affected claims will be automatically reprocessed via an erroneous payment correction (EPC), and no further action is required on the part of Family PACT providers.

Virtual communication includes a brief communication with another practitioner or with a patient who cannot or should not be physically present (face-to-face).

- HCPCS Code G2010: Remote evaluation of recorded video and/or images submitted by an established patient (e.g., store and forward), including interpretation with follow-up with the patient within 24 hours, not originating from a related evaluation and management (E/M) service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment.
- HCPCS Code G2012: Brief communication technology-based service, e.g., virtual check-in, by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion. G2012 can be billed when the virtual communication occurred via a telephone call.

Family PACT services rendered using telehealth modalities must follow the International Statistical Classification of Diseases (ICD)-10-CM codes billing policy as noted in the [Family PACT Policies, Procedures and Billing Instructions manual](#).