

COVID-19 (Coronavirus) Frequently Asked Questions from Healthcare Providers Regarding Telehealth

Are Telehealth Visits Allowed by the Industrial Commission in Workers' Compensation Cases?

Neither the Workers' Compensation Act nor any Industrial Commission Rules disallow telehealth.

Can Evaluation & Management Telehealth Visits be Billed under the Industrial Commission's Workers' Compensation Fee Schedule?

Evaluation & Management visits conducted via telehealth can be billed using the same Evaluation & Management codes that are used for an in-person office visit, except that "02" should be used as the "Place of Service" code. For any services with CPT codes that do not have a specific fee schedule amount, the charges would be paid per agreement between the carrier and medical provider.

What if a Carrier or Third-Party Administrator Refuses to Authorize a Telehealth Visit?

As with any dispute regarding medical treatment, the injured employee may file a medical motion with the Industrial Commission asking the Commission to order the carrier or third-party administrator to authorize and pay for the telehealth visit.