



Temporary OrthoNet/USFHP Telemedicine Process Announcement for Physical and Occupational Therapy Services

In response to the COVID-19 pandemic and the associated measures required for the safety of providers and patients, it has been recognized that a change in the delivery of outpatient rehabilitation services will need to occur for certain members. Effective immediately, OrthoNet will now provide prior authorizations and reimbursement for covered telemedicine services related to the delivery of Physical and Occupational Therapy services as part of the existing OrthoNet/USFHP Outpatient Rehabilitation Program members. This temporary process will be in effect through the conclusion of the COVID-19 Public Health Emergency.

Procedure and Coding:

Telehealth/Telemedicine Services will require prior authorization and providers should submit their requests in the same manner as for traditional, on site visits. For Telehealth/Telemedicine therapy services please indicate on the request that the service will be performed via Telehealth.

Claims will be adjudicated for Telehealth/Telemedicine Services utilizing the appropriate CPT coding and modifiers (G0, GT or 95) along with the appropriate place of service code '02' and modifiers.

Please be aware that the member must be eligible for coverage under the plan, that the plan provides coverage for the type of services approved (and any applicable dollar limits for non-essential benefits under the plan have not been exhausted); and that the approved services meet medical necessity criteria.

Feel free to contact the OrthoNet Provider Services Call Center with any questions you may have at: 1 - (800) 401-0062.