

# Changes to OHIP Billing Virtual Care Services

Wednesday, January 25, 2023



## Virtual Care Services

- As of December 1, 2022 OHIP moved to a new model for billing virtual services
- Virtual services are now defined as either:
  - Comprehensive Virtual Care
  - Limited Virtual Care



# Comprehensive Virtual Care

## Defining an existing/ongoing patient-physician relationship

- At least one direct physical encounter between the patient and physician in the preceding 24 months
  - K083 or an OTN visit within the preceding 24 months is considered evidence of an existing patient relationship
  - OMA has confirmed that the patient must be seen in person every 24 months in order for virtual care to be eligible
  - This point is still to be tested as the examples on OHIP's site seem to offer alternatives (see Examples of Comprehensive Virtual Care)



# Examples of Comprehensive Virtual Care

## Example 3a: Providing a specialist consultation by video

Mr. Verde is referred to a dermatologist by his family physician because of an unusual chronic skin eruption. The Dermatology consultation is conducted by video using a verified video solution. How should this insured service be claimed by the dermatologist?

### Explanation:

The described service is a Comprehensive Virtual Care Service as it is a Specialist Video Consultation and could be claimed as A025A (with the K300A modality indicator) provided that the Schedule specifications for consultations have been met.

Source: [Virtual Care 1: Comprehensive and Limited Virtual Care Services](#)



# Examples of Comprehensive Virtual Care

## Example 3b: Continuing virtual care after 24-months in a specialist practice

Mr. Verde continues to have regular follow up with the dermatologist over the next 24-months. All visits to date have been virtual. At this time (>24-months since the initial video consultation), what should the specialist do if ongoing care and maintenance of an Existing/Ongoing Patient-Physician relationship is required?

### Explanation: There are several options.

1. The specialist may send the patient back to the family physician for consideration of a repeat referral for the same diagnosis from the family physician for ongoing specialist monitoring and/or management. If the referring physician agrees that ongoing specialist virtual care is medically necessary due to the complexity, seriousness or obscurity of the case and all other payment rules associated with consultations are met, a new consultation is eligible for payment and the subsequent 24-months of virtual assessments are payable as Comprehensive Virtual Care Services. Note that **this is only applicable to virtual consultations**. Where a physician who has been paid for an in-person consultation for the patient for the same diagnosis makes a request for a referral for ongoing management of the patient, the service rendered following the referral is not payable as a consultation.
2. Alternatively, the specialist may determine that the patient would benefit from a medically necessary in person visit. When provided, this in person visit would maintain the ability to claim Comprehensive Virtual Care Services for another 24-month period.
3. If the specialist continues to provide virtual care at this time in the absence of either an in person visit (within the preceding 24 months) or a new referral for a video consultation, these visits are eligible for payment as Limited Virtual Care (See Appendix J, Section 2 of the Schedule).
4. In some cases, ongoing specialist follow-up will no longer be required (in person or virtual) as the family physician will take over the ongoing care of the patient for the concern.

Source: [Virtual Care 1: Comprehensive and Limited Virtual Care Services](#)



# Examples of Comprehensive Virtual Care

## **Example 4: Providing virtual specialist follow-up care after in-person visit**

Bella is a 2-year-old female who was treated for a clubfoot as an infant by an orthopaedic surgeon. Her last appointment (in person) was 6 months ago. The orthopaedic surgeon agrees to conduct a follow-up visit virtually using a verified video solution to avoid travel as the parent indicates that she has no new concerns.

How should the insured service be claimed by the orthopaedic surgeon?

### **Explanation:**

The described service is a Comprehensive Virtual Care Service as the orthopaedic surgeon saw the patient in person within the preceding 24-months. The service provided by video is payable at the same rate as an in-person assessment. While the orthopaedic surgeon considered providing a Comprehensive Virtual Care Service by telephone (payable at 85% of the equivalent in-person assessment), in this situation a facilitated visual examination of the foot was required, and the orthopaedic surgeon determined that conducting the service by telephone was not clinically appropriate.

Source: [Virtual Care 1: Comprehensive and Limited Virtual Care Services](#)



# Examples of Comprehensive Virtual Care

## **Example 5: Providing virtual specialist follow-up care after a video consultation**

Dr. Gomez is a geneticist who provided a telephone assessment on December 1, 2022 to Mrs. Farid in follow-up of a video consultation provided 12 months previously (and billed using K083A).

How should the insured service be claimed by Dr. Gomez?

### **Explanation:**

The described service is a Comprehensive Virtual Care Service (see Appendix J, Section 1 of the Schedule) as the physician has provided a video consultation to the patient within the preceding 24-months. As the service was provided by telephone it should be submitted with the K301A modality indicator and would be paid at 85% of the in-person rate.

Source: [Virtual Care 1: Comprehensive and Limited Virtual Care Services](#)



# Billing for Comprehensive Virtual Care

- Virtual care is now coded as if the patient was evaluated in person
  - Most consultations are *only* eligible as video visits
  - Most assessments may be claimed as video or telephone visits
  - Some counselling services may be claimed as video or telephone visits
  - Many premiums that apply to the consultations or assessments are also payable for virtual care

\*See [Eligible Comprehensive Virtual Care Services](#) for specific codes





# Billing for Comprehensive Virtual Care

*(continued)*

- Video visits
  - Add modality indicator K300
  - Paid at the same rate as services provided in person
  - Must be performed over an Ontario Health approved platform
- Telephone visits
  - Add modality indicator K301
  - Paid at 85% of the value of an in person visit



## Limited Virtual Care

- Billed where no existing relationship exists between patient and physician exists
  - A101 – Limited Virtual Care by Video - \$20.00
  - A102 – Limited Virtual Care by Telephone - \$15.00



## Other Changes Related to Virtual Care

- The new Virtual Care framework encompasses previous virtual care services, including:
  - OTN
    - Billing codes (B203, B204, B209) have been discontinued
  - COVID-19 Virtual Care K-Codes
    - Billing codes K080, K081, K082, K083, K092, K093, K094 and K095 have been discontinued
- Virtual Care is eligible for WCB claims
- Virtual Care is *not* eligible for RMB claims
  - Submit a paper claim directly to the patient's home plan (For example Régie de l'assurance maladie du Québec)
  - Charge the patient directly using form [014-000-80e](#)



# Eligible Comprehensive Virtual Care Services

## Video or Telephone

A001A, A007A, A008A, A013A, A014A, A020A, A023A, A024A, A033A, A034A, A043A, A044A, A051A, A053A, A054A, A058A, A063A, A064A, A071A, A073A, A074A, A078A, A083A, A084A, A093A, A094A, A113A, A131A, A133A, A134A, A138A, A151A, A153A, A154A, A158A, A161A, A163A, A164A, A168A, A173A, A174A, A181A, A183A, A184A, A188A, A193A, A194A, A203A, A204A, A221A, A233A, A234A, A243A, A244A, A261A, A262A, A263A, A264A, A283A, A284A, A310A, A311A, A313A, A318A, A338A, A340A, A341A, A343A, A348A, A353A, A354A, A411A, A413A, A414A, A418A, A441A, A443A, A444A, A448A, A461A, A463A, A464A, A468A, A471A, A473A, A474A, A478A, A480A, A481A, A483A, A484A, A488A, A510A, A511A, A570A, A601A, A603A, A604A, A608A, A611A, A613A, A614A, A618A, A621A, A623A, A624A, A628A, A632A, A633A, A638A, A643A, A644A, A661A, A760A, A917A, A920A, A927A, A937A, A947A, A957A, A967A, H313A, K002A, K003A, K004A, K005A, K007A, K008A, K010A, K012A, K013A, K014A, K015A, K016A, K019A, K020A, K022A, K023A, K024A, K025A, K028A, K029A, K030A, K033A, K037A, K039A, K040A, K041A, K044A, K122A, K123A, K140A, K141A, K142A, K143A, K144A, K195A, K196A, K197A, K198A, K203A, K204A, K205A, K206A, K208A, K209A, K222A, K623A, K680A, K887A, K888A, K889A, P005A

## Video Only

A010A, A011A, A015A, A016A, A025A, A026A, A035A, A036A, A045A, A046A, A050A, A055A, A056A, A065A, A066A, A075A, A076A, A085A, A086A, A095A, A096A, A130A, A135A, A136A, A150A, A155A, A156A, A160A, A165A, A166A, A175A, A176A, A180A, A185A, A186A, A190A, A191A, A192A, A195A, A196A, A197A, A198A, A205A, A206A, A220A, A223A, A225A, A226A, A235A, A236A, A245A, A246A, A253A, A255A, A256A, A260A, A265A, A266A, A275A, A285A, A286A, A315A, A316A, A325A, A335A, A345A, A346A, A355A, A356A, A365A, A375A, A385A, A395A, A400A, A405A, A415A, A416A, A425A, A435A, A445A, A446A, A460A, A465A, A466A, A470A, A475A, A476A, A485A, A486A, A515A, A525A, A545A, A565A, A575A, A586A, A590A, A595A, A600A, A605A, A606A, A615A, A616A, A625A, A626A, A635A, A636A, A645A, A646A, A655A, A662A, A665A, A667A, A675A, A680A, A682A, A695A, A735A, A745A, A765A, A770A, A775A, A795A, A800A, A801A, A802A, A814A, A817A, A818A, A835A, A845A, A865A, A906A, A913A, A914A, A921A, A935A, A945A, C010A, C013A, C014A, C015A, C016A, C020A, C023A, C024A, C025A, C026A, C033A, C034A, C035A, C036A, C043A, C044A, C045A, C046A, C051A, C053A, C054A, C055A, C063A, C064A, C065A, C066A, C071A, C073A, C074A, C075A, C076A, C083A, C084A, C085A, C086A, C093A, C094A, C095A, C096A, C113A, C130A, C131A, C133A, C134A, C135A, C136A, C150A, C151A, C153A, C154A, C155A, C156A, C160A, C161A, C163A, C164A, C165A, C166A, C173A, C174A, C175A, C176A, C180A, C181A, C183A, C184A, C185A, C186A, C190A, C193A, C194A, C196A, C203A, C204A, C205A, C206A, C220A, C223A, C225A, C226A, C233A, C234A, C235A, C236A, C243A, C244A, C245A, C246A, C255A, C260A, C263A, C264A, C265A, C266A, C275A, C283A, C285A, C286A, C311A, C313A, C314A, C315A, C316A, C325A, C335A, C341A, C343A, C344A, C345A, C346A, C353A, C354A, C355A, C356A, C365A, C375A, C385A, C395A, C411A, C413A, C414A, C415A, C416A, C425A, C435A, C441A, C443A, C444A, C445A, C446A, C460A, C461A, C463A, C464A, C465A, C466A, C470A, C471A, C473A, C474A, C475A, C476A, C480A, C481A, C483A, C484A, C485A, C486A, C510A, C511A, C515A, C545A, C565A, C570A, C575A, C585A, C586A, C590A, C595A, C600A, C601A, C603A, C604A, C605A, C606A, C611A, C613A, C614A, C615A, C616A, C623A, C624A, C625A, C626A, C635A, C643A, C644A, C645A, C646A, C655A, C661A, C662A, C665A, C667A, C675A, C680A, C682A, C695A, C735A, C745A, C760A, C765A, C770A, C775A, C795A, C845A, C865A, C895A, C935A, C945A, K630A, W025A, W026A, W075A, W076A, W130A, W150A, W155A, W156A, W165A, W185A, W190A, W196A, W235A, W236A, W275A, W310A, W355A, W356A, W375A, W395A, W425A, W435A, W465A, W466A, W510A, W511A, W515A, W516A, W535A, W770A, W775A, W795A, W895A



# Additional Resources

- [Bulletin 221203 – Virtual Health Care in Ontario](#)
- [Virtual Care 1: Comprehensive and Limited Virtual Care Services](#)
- [Virtual Care 2: Terms and Conditions](#)
- [Ontario Health Verified Solutions List](#)
  
- Older bulletins:
  - [Bulletin 221002: New Virtual Care Funding Framework – Updated Schedule of Benefits](#)
  - [Bulletin 221102: Ontario Virtual Care Program: Video Visit Payment Option End](#)

