



March 24, 2020

RE: Coronavirus –Use of Telemedicine to Provide Occupational, Physical, and Speech Therapy during COVID-19 Outbreak

Occupational, Physical, and Speech Therapist

We appreciate your patience over the past several days as we looked for ways to increase members' access to telemedicine and to help you continue to provide quality services to our members during this unprecedented time.

To mitigate the spread of COVID-19, Empower is committed to enabling members to remain in their homes to reduce exposure and transmission, and to preserve our network's capacity for the duration of this public health emergency consistent with Arkansas Division of Medical Services (DMS) mandates.

Effective **March 23, 2020**, Empower will be following the DMS Use of Telemedicine to provide certain Occupational, Physical and Speech therapy services during the COVID-19 Public Health Emergency. In addition, we are offering specific guidance regarding parental consultation. See below. We will notify you via provider alert once configuration is complete and you can bill Empower for these services.

- Individual Physical Therapy provided by a Physical Therapist
- Individual Occupational Therapy provided by an Occupational Therapist
- Individual Speech Therapy provided by a Speech-Language Pathologist
- Parental Consultation

To see the DMS memorandum here:

https://humanservices.arkansas.gov/images/uploads/resources/Memorandum_DMS-04_%28DD-therapy-telehealth%29%28FINAL%29.pdf

To bill Empower for these services:

- Please use Place of Service "02"
- Please use the modifier "GT" as the last modifier to indicate service was provided via telehealth
- Can be billed by Therapist only

Parental Consultation

Parental consultation is a service that allows a therapist to instruct a parent or caregiver on how to use therapeutic equipment or techniques with their child to continue working on therapy goals and objectives.

To bill for this service, the therapist must document that the parent or caregiver was present with a beneficiary. The service must be provided using the appropriate real-time technology that includes both a video and audio component. The originating service requirement is relaxed so that the parent can receive this service from their home.



The service may be provided in 1-minute units with a max of 15 units per day (1 session) with a maximum of 8 sessions per month.

Code	Modifier	Description		Max Allowed	Fee
T1014	U1	Parental Consultation, Physical Therapy	1 unit = 1 minute	15 units a day 8 sessions a month 96 sessions per calendar year EOB allowed	\$1.15
T1014	U2	Parental Consultation, Occupational Therapy	1 unit = 1 minute	15 units a day 8 sessions a month 96 sessions per calendar year EOB allowed	\$1.15
T1014	U3	Parental Consultation, Speech Therapy	1 unit = 1 minute	15 units a day 8 sessions a month 96 sessions per calendar year EOB allowed	\$1.15

Our focus remains on supporting our providers, customers and members during the declared state of emergency. Because of the fluid nature of the situation, we will continue to adjust our policies and procedures and provide updates to you as changes occur.

If you have questions about this please contact empowerhealthcaresolutionspr@empowerhcs.com

Thank you,

Empower Healthcare Solutions