TIP SHEET: Telehealth and Telephone Service Encounters



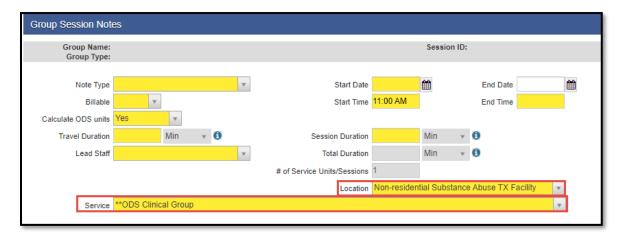
According to State requirements Telehealth and Telephone specifiers must now be added to claims submitted to DMC. DHCS will be utilizing this data to inform future policy and recommendations surrounding telehealth.

The services in SanWITS with the descriptors of telehealth and telephone have been removed effective December 16, 2021. Telehealth and Telephone services will now only be identified by the Contact Type on the Encounter Screen.

GROUP COUNSELING ENCOUNTERS

The Group Counseling encounters will continue to be created via bulk encounters through the Group Module. This is required for the group calculation to be correct.

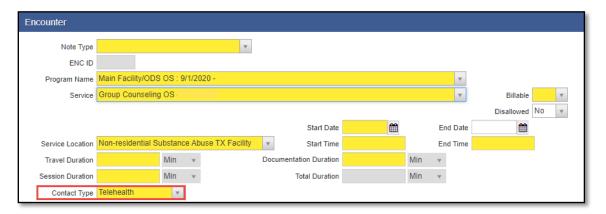
- 1. Under the **Group Session Notes** screen: complete all required fields
 - Service Location: make the appropriate selection for the modality
 - Outpatient, OTP, and Recovery Service programs select Non-Residential SUD TX Facility
 - Service: make the appropriate selection from these 3 values
 - ***ODS Clinical Group
 - ****ODS Patient Education Group
 - ***Recovery Service Group



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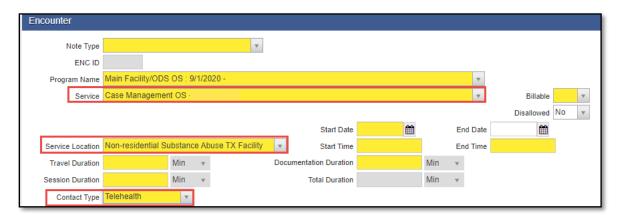


- 2. On the individual's Encounter screen: complete all required fields
 - Contact Type: select the appropriate type Telehealth, OR Phone



INDIVIDUAL COUNSELING & CASE MANAGMENT ENCOUNTERS

- 1. On the individual's **Encounter** screen: complete all required fields
 - Service: select the appropriate service
 - Service Location: make the appropriate selection for the modality
 - Outpatient, OTP, and Recovery Service programs select Non-Residential SUD TX Facility
 - Residential programs select Residential SUD TX Facility
 - Contact Type: select the appropriate type Telehealth, OR Phone



NOTE:

The system will add the appropriate state required specifiers to the claim vs having separate services for telehealth and telephone.