

Rules coordinator (policy)

Reference #	11785198
Status	Complete
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Phone number	2064573518
Rule number/topic	ESHB 1196
Comment(s) or question(s)	<p>Please clarify on this rule:</p> <p>1) If the internet connection is bad and we have to turn off our Zoom camera, that constitutes audio-only telemedicine. But, would this billing apply also to strictly phone calls bec sometimes we can't find the connection and we need to switch to the phone, or the client will be sitting in the car and they'd feel less conscious talking on the phone over a video call? Are we billing for a phone call or telemedicine in that scenario?</p> <p>2) When we need to get consent for audio-only telemedicine billing, can that consent be verbal consent documented in the chart? The rule does not specify how that consent will be achieved. We're a small outpatient mental health practice without the resources of a large healthcare system. Getting written consent for additional billing is very hard to obtain during a pandemic because the software specific to small mental health practices are limited.</p> <p>Thank you for your attn.</p> <p>Warmly, Ada Pang, owner at People Bloom Counseling, Redmond, WA</p>
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