



IMPORTANT INFORMATION REGARDING BILLING TELEHEALTH SERVICES

Forward Health made several temporary and permanent changes to its policies and procedures in relation to the COVID-19 pandemic Public Health Emergency Executive Order 72. A guidance page has been created on the Forward Health Portal which describes those changes.

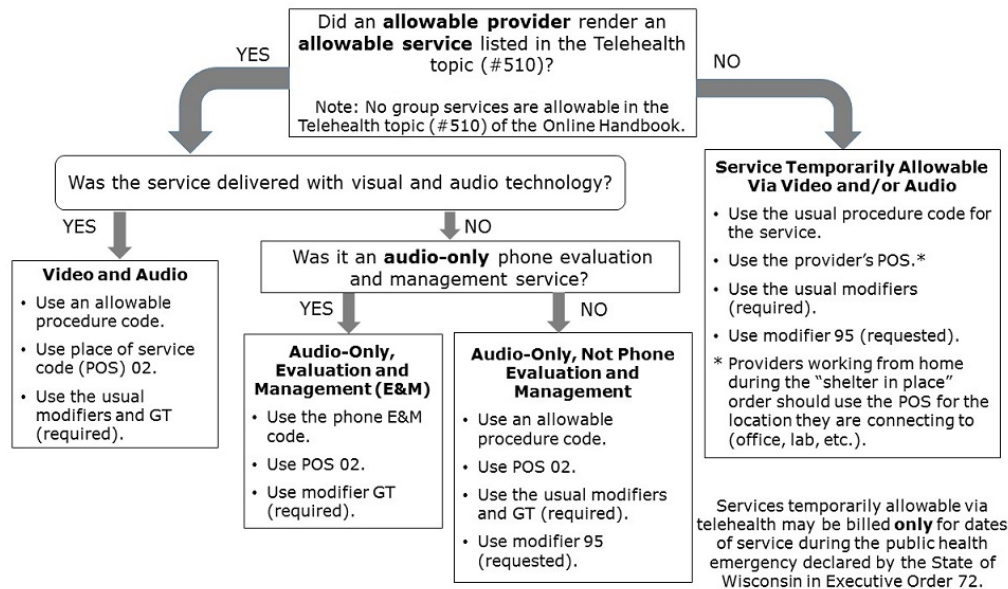
https://www.forwardhealth.wi.gov/WIPortal/content/html/news/covid19_resources.html.spage

Specific to Telehealth: Both permanent and temporary service codes have been added to Telehealth as well as expansions in the providers who can bill telehealth and the origination of services. Forward Health has created a specific Telehealth Resources for Providers page which includes summaries and explanations of the recently published materials, FAQs, and resources, all pertaining to telehealth.

https://www.forwardhealth.wi.gov/WIPortal/content/html/news/telehealth_resources.html.spage

A separate link off the resources page, Billing Clarifications for Telehealth Services, was created to assist with billing. This page includes more details for billing policies that were published in Updates [2020-12](#) and [2020-15](#) which are temporary. It also includes information related to billing the permanently covered telehealth services as published in Telehealth topic (#510) of the Online Handbook and the services added in Update [2020-09](#). A Billing for Telehealth Services flowchart is included on this page for providers to reference.

https://www.forwardhealth.wi.gov/WIPortal/content/html/news/telehealth_billing.html.spage.



We encourage all providers who are billing telehealth services to use this information when billing telehealth services and to share that information with your billing staff. Trilogy will apply these billing requirements to claims received. If telehealth services are denied for incorrect billing, please re-submit corrected claims for these services in lieu of filing an appeal or calling Customer Service for a Request for Review. When submitting a corrected claim send it through Trilogy normal claims submission electronic or paper channels and code it as a corrected claim to avoid a duplicate denial. Thank you for your cooperation.

For specific questions about COVID-19 as it relates to ForwardHealth coverage and policy, contact DHSDMSCOVID19@dhs.wisconsin.gov.