



THE HSC HEALTH CARE SYSTEM

Health Services for Children  
with Special Needs, Inc.

March 12, 2020

Re: Telehealth Billing during COVID-19 Containment Activities

Dear Providers:

As community spread of the coronavirus disease 2019 (COVID-19) begins in the District of Columbia, Health Services for Children with Special Needs, Inc. (HSCSN) wants to support your commitment to ensuring our enrollees receive the care they need.

### **Telehealth Services**

HSCSN permits the use of telehealth in lieu of in-person services during any COVID-19 containment activities for services that:

- Do not require prior authorization; and
- Can be clinically administered via telehealth.

Permitted services include face-to-face Evaluation and Management (E&M) visits, consultations, and counseling services such as behavioral health therapy. All telehealth services provided to HSCSN enrollees must be provided on a HIPAA compliant telehealth platform.

Providers are required to follow the telemedicine provider guidance from DHCF (see <https://dhcf.dc.gov/page/telemedicine>), including provider enrollment requirements, telemedicine service model, participant eligibility, and technical requirements.

### **Billing and Claims**

Please reference your HSCSN provider contract for the proper Place of Service (POS) or modifier associated with telehealth services.

### **Questions**

If you have questions related to this notice, please contact the HSCSN Provider Relations Department at 202-467-2737. For more information about HSCSN's response to COVID-19, visit <https://hscsnhealthplan.org/coronavirus>.

Thank you,

Eric Levey, MD  
Chief Medical Officer

Cc: Charisse F. Vickerie, HSCSN, Manager, Provider Relations



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For more information visit: [hshealth.org](http://hshealth.org).  
For reasonable accommodations, please call (202) 467-2737.

If you do not speak and/or read English, please call 202-467-2737 between 7:00 a.m. and 5:30 p.m. A representative will assist you. **English.**

Si no habla o lee inglés, llame al 202-467-2737 entre las 7:00 a.m. y las 5:30 p.m. Un representante se complacerá en asistirle. **Spanish.**

የአንገሊዝኛ ቋንቋ መናገርና ማንበብ የማይችሉ ከሆነ ከጊዜ 7:00 ሰዓት እስከ ቀኑ 5:30 ባለው ጊዜ በስልክ ቁጥር 202-467-2737 በመደወል እርዳታ ማግኘት ይቻላል። **Amharic.**

Nếu bạn không nói và/hoặc đọc tiếng Anh, xin gọi 202-467-2737 từ 7 giờ 00 sáng đến 5 giờ 30 chiều. Sẽ có người đại diện giúp bạn. **Vietnamese.**

如果您不能講和/或不能閱讀英語，請在上午 7:00 到下午 5:30 之間給 202-467-2737 打電話，我們會有代表幫助您。 **Chinese.**

영어로 대화를 못하시거나 영어를 읽지 못하시는 경우, 오전 0시 00분에서 오후 0시 00분 사이에 202-467-2737번으로 전화해 주시기 바랍니다. 담당 직원이 도와드립니다. **Korean.**

Si vous ne parlez pas ou lisez l'anglais, s'il vous plaît appeler 202-467-2737 entre 7:00 du matin et 5:30 du soir. Un représentant vous aidera. **French.**



This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.

HSCSN complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

