

# How to Access Video Conferencing Software

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In an effort to assist with improved access, including COVID-19 care, providers have the option to use readily-available video appointment platforms, such as **Zoom Video Conferencing for Telehealth\***.

Zoom for healthcare is HIPAA compliant and offers provider to patient communication without the need for patients to travel to medical offices or provider locations.

**Telehealth Billing** – Providers interested in using Zoom will need to contact Zoom directly to setup an agreement with them as PHC does not cover the cost associated with Zoom. Covered benefits or services provided via a telehealth modality are reimbursable when billed in one of two ways:

- For services or benefits provided via synchronous, interactive audio-visual and telecommunications systems on a real-time basis, the health care provider at the distant site bills with modifier 95.
- For services or benefits provided via asynchronous store and forward telecommunications systems, the health care provider at the distant site bills with modifier GQ

**Telephone or Video Visits:** With the federal declaration of a state of emergency, FQHCs and Rural health clinics are allowed to count video visits and telephone visits the same as in-office visits, for prospective payment. Any clinician eligible to bill for office visits may conduct a telephone or video visit with a patient in lieu of an office visit. Such visits must last at least 5 minutes, and be documented in the medical record.

- **Required Codes** – Telephone or video visits with provider in office and patient remote from office (in lieu of office visit).
  - G0071 (FQHC and RHC), **Example for PCP Setting:** 99212 – 99214, 99201 - 99204
  - G2012 (other providers)
- Please note that telephone and video visits will count towards the Primary Care Provider Quality Improvement Program (PCP QIP) Per Member Per Year (PMPY) statistics, which is part of the new gateway measure in 2020.

## **Resources:**

- Sign up for a free Zoom account at <https://zoom.us/signup>.
- If you have any questions about Zoom, you can email [info@zoom.us](mailto:info@zoom.us) or call **1-888-799-9666**.
- For additional information about Zoom you can visit: <https://zoom.us/healthcare>
- You can review Zoom's HIPAA Compliance Guide - <https://zoom.us/docs/doc/Zoom-hipaa.pdf>
- [Zoom FAQs](#)
- Department of Health Care Services COVID-19 Medi-Cal Services and Telehealth Notice: [http://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom\\_30375.asp](http://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_30375.asp)

*\* Telehealth delivers health care and public health services by utilizing information and communication technologies to enable the diagnosis, consultation, treatment, education, care management, and self-management of a patient at a distance from health care providers.*