



Multnomah Other COVID-19 and Services via Telehealth

Multnomah Other requires the majority of services be provided face-to-face. During the COVID-19 public health emergency, Multnomah Other will temporarily allow providers to use telephone and telehealth for select services. This is to ensure that providers and members are able to practice proper social distancing and avoid unnecessary travel, while ensuring that members are still able to access necessary and clinically appropriate services.

Eligible Services

The following procedure codes may be rendered via telephone or telehealth (two-way synchronous audio and visual) during the COVID-19 public health emergency.

CODE	Rate Description
90849 HF/HG	Multiple-family group psychotherapy
H0001 HF/HG	Alcohol and Drug Assessment
H0002 HF/HG	Screening/Pre-enrollment service
H0004 HF/HG	Individual Counseling
H0005 HF/HG	Group Counseling- up to 2 hours
H0006 HF/HG	Case Management
H0015 HF/HG	Group Counseling- more than 3 hours
H0016 HF/HG	Medical/somatic intervention in ambulatory setting
H0038 HF/HG	Peer Recovery Support Services
H0038 HF/HG + HQ	Self-help/peer services, Group
H0050 HF/HG	Alcohol and/or drug service, brief intervention
T1007 HF/HG	Alcohol and/or substance abuse services, treatment plan development and/or modification
T1013 HF/HG	Interpretation Services
T1016 HF/HG	Case Management

Due to the nature of certain services and/or Multnomah Other funding sources, some services are not eligible for reimbursement when provided by telephone or telehealth. If there is an extenuating circumstance and a member requires a service via telephone/telehealth that is not listed above, please contact the plan manager at anthony.jordan@multco.us or 503 988-8469.

Billing/Documenting Telehealth Services During COVID-19 Emergency

Multnomah Other will cover telephone and telehealth services at the same rate as the equivalent face-to-face service during the COVID-19 public health emergency **only for the eligible services listed above**. During this time providers may use any **non-public facing** remote communication product, including a non-HIPAA-compliant platform, that is available (e.g. FaceTime, Google Hangouts, Skype, Zoom, etc.). Please note that Facebook Live, Twitch, TikTok, Slack, and similar video communication applications are considered public facing by HHS and should **NOT** be used for telehealth services.

If the Multnomah Other fee schedule does not allow the eligible services listed above to be provided by telephone/telehealth, providers should encounter these services as though they were provided face-to-face. Providers **must** document in the member record that these services were not provided in person as encountered due to extenuating circumstances resulting from the COVID-19 situation. Services that may be rendered via telephone should continue to be encountered as telephone services.

Submit encounters with the Place of Service (POS) that corresponds to the rendering provider's location. Providers teleworking from home may select POS 11 (office) for services rendered via telephone/telehealth during the COVID-19 emergency.

Providers are still responsible for ensuring compliance with all Medicaid and applicable Oregon Administrative Rules regarding requirements for maintaining an accurate member record/documentation and that any encountered services support the rate, have an appropriate site of service, and are clinically appropriate.

Multnomah Other may audit any services submitted during this period to ensure they were encountered correctly and documented appropriately. Ineligible services that were submitted and approved as face-to-face and are found to be rendered via telephone or telehealth will be reversed. Please ensure that any telephone/telehealth encounters billed as face-to-face are listed above as an eligible service and are properly documented.

Questions? Technical Assistance?

Contact us at billing.multiother@multco.us