



## COVID-19: TELEHEALTH DELIVERY & BILLING

April 9, 2020

We understand that you have many questions related to COVID-19 and Telehealth Delivery & Billing. In an effort to reduce confusion and to promote a consistent message, we encourage you to visit the COVID-19 Information page on the AHCCCS website for the most up to date information:

<https://azahcccs.gov/AHCCCS/AboutUs/covid19.html>

1. Frequently Asked Questions (FAQs) - <https://azahcccs.gov/AHCCCS/AboutUs/covid19FAQ.html>
  - a. Billing & Claims
  - b. Clinical Delivery
  - c. General COVID-19 Questions
  - d. Health Plan & AHCCCS FFS Programs Guidance
  - e. Pharmacy & Supplies
  - f. Provider Enrollment and Requirements
  - g. Rates
  - h. Telehealth Delivery & Billing**
2. Declaration of Emergency
3. Executive Orders
4. Other State and County Resources
5. Behavioral Health Resources

The Telehealth Delivery & Billing section of the AHCCCS FAQs includes references to:

1. AHCCCS Medical Policy Manual 320-I Telehealth
2. AHCCCS Medical Coding Resources web page:  
<https://azahcccs.gov/PlansProviders/MedicalCodingResources.html>
  - a. COVID-19 Emergency Medical Coding Guidance
  - b. COVID-19 Emergency Teledentistry
  - c. AHCCCS Telephonic Temporary Code Set
  - d. AHCCCS Telephonic Permanent Code Set
  - e. AHCCCS Telehealth Code Set

On April 9, 2020, AHCCCS will be hosting a Telehealth webinar. Providers and their office staff are invited to attend this informative presentation. On the agenda:

- AHCCCS Policy on Telehealth Services prior to COVID-19 Emergency
- AHCCCS Updates to Telehealth Services since the COVID-19 Emergency Declared
- Q&A session

**When: Thursday, April 9, 2020**

**Time: 2:00pm – 3:00pm (Phoenix Time)**

**Location: Zoom Meeting**

Use the link below to register for the session: <https://forms.gle/vqN7JQuvveWFgZZw6>

If you have any questions or need assistance, please contact Network Management using the information below.

***Thank you!***

---

Care1st Network Management

Ph 602.778.1800 / 866.560.4042 (Options in order: 5, 7)

Fax 602.778.1875 / E-mail [SM\\_AZ\\_PNO@Care1stAZ.com](mailto:SM_AZ_PNO@Care1stAZ.com)

Visit our website at [www.care1staz.com](http://www.care1staz.com)

Looking for your assigned Provider Network Rep? On our website go to Providers > Provider Rep Contact Info