

AccuCare Billing Setup for Telehealth Services

Billing for telehealth services can be a simple process. Agencies will still follow standard billing procedures, but with a few different codes for services, place of service, and location of service. The following is a quick guide to those areas you'll need to set up in the AccuCare system so you can be prepared to bill for telehealth services.

1) Service Codes

For all telehealth services that you will begin billing for you will want to set up a Telehealth Service code for each one. Even if the CPT/HCPC code is the same as the non-telehealth CPT/HCPC code, you will still need to add the appropriate telehealth modifier.

In the Service Setup in AccuCare, add a new service:

Transaction Type = Charge

Charge type = Outpatient

CPT/HCPC code field = enter the CPT code and the modifier.

Example: 90834:95 (using : to separate the CPT code and the modifier).

Setup > Services

Service Description	Transaction Type
94353 Youth Code	Charge
Assessment	Charge
Case Management	Charge
Client Centered Consult	Charge
Family Therapy w/client	Charge
Family Therapy w/o client	Charge
Group IOP - SA	Charge
Group Therapy	Charge
Individual	Charge
Linkage to Aftercare	Charge
Locus	Charge
Telehealth Service	Charge
Treatment Plan	Charge

Service Details

Service Description*

Transaction Type*

Charge Type

CPT/HCPC Code

Revenue Code

Description on Statements

Units

Unit Type

Amount per Unit \$

Check-In Status

Time per Unit

Type of Time

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2) Place of Service:

The 02-telehealth selection is already available in the Place of Service drop-down lists in AccuCare.

When entering a transaction for a client that is telehealth you can select the place of service (02-telehealth) in the drop-down for each transaction.

The screenshot displays the AccuCare Billing System interface. At the top, the AccuCare logo and navigation icons for Profile, Intake, Adm/Dis, Diagnosis, and ASI are visible. The main window shows 'Billing > Client Billing Activity' with a search bar for 'Client Name' and a filter dropdown. Below this is a table with columns for 'Edit', 'Client Info', 'Client', 'Payer Plan', and 'Type'. Two rows are listed: 'Hale, Tammy' and 'Thomas, George', both with a 'Charge' type. An 'Edit Transaction' dialog box is open, showing various fields for transaction details. The 'Place of Service' dropdown is highlighted with a red box, and '02 - Telehealth' is selected. A red arrow points to the '02 - Telehealth' option in the dropdown list. The dialog box also includes fields for Transaction Type, Client Name, Client Payer Plan, Provider, Service Code, Payment Method, Pmt Ref Number, Units, Amount, Date of Service, End Date of Service, Location of Service, Frequency Code, Diagnosis Code, Admin Note, Claim ID, Use Insurance, Claim Note, Pmt Receipt Number, and Print Receipt. At the bottom of the dialog are 'Save & Next', 'Save & Close', and 'Cancel' buttons.

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3) Location of Service:

You also have the option of entering a new Location of Service in your Location of Service Setup. If you enter a new location of service for Telehealth, you can select the default place of service in the setup as Telehealth, and then for each transaction that is telehealth, you can choose the telehealth option by the Location of Service, which will also correctly populate the place of service.

The screenshot displays the 'Setup > Location of Service' window. On the left, a list of existing locations is shown with columns for 'Abbreviation' and 'Name'. The 'Location Details' form on the right includes fields for 'Location Name*', 'Location Abbreviation*', 'Address Line 1*', 'Address Line 2', 'City*', 'State*', 'Zip*', and 'NPI'. The 'Default Place of Service' dropdown is highlighted with a red box, and its list of options is expanded below. A red arrow points to the '02 - Telehealth' option in the list. The list of facility types includes: 01 - Pharmacy, 02 - Telehealth, 03 - School, 04 - Homeless Shelter, 05 - Indian Health Service Free-standing Facility, 06 - Indian Health Service Provider-based Facility, 07 - Tribal 638 Free-standing Facility, 08 - Tribal 638 Provider-based Facility, 09 - Prison/Correctional Facility, 10 - Unassigned, 11 - Office, 12 - Home, 13 - Assisted Living Facility, 14 - Group Home, 15 - Mobile Unit, 16 - Temporary Lodging, 17 - Walk-in Retail Health Clinic, 18 - Place of Employment - Worksite, and 19 - Off Campus - Outpatient Hospital. At the bottom of the window are buttons for 'New', 'Edit', 'Save', 'Cancel', and 'Delete'.