

## South Country to cover E-visits with contracted providers

EFFECTIVE August 1, 2020 South Country Health Alliance (South Country) will cover E-visits with our contracted providers.

### E-visits Description:

- An E-visit is a non-face-to-face digital communication between an established patient and a provider through an online patient portal that requires a clinical decision that would otherwise typically have been provided in the office or outpatient clinic setting. The service is provided *in lieu* of in-person clinic visits, video-conference visits, and telephonic visits between a patient and his/her established provider for basic health care services. **The provider cannot require South Country members to do an E-visit.**
- E-visits will be offered as an alternative until the end of the COVID-19 pandemic peacetime emergency or as determined by South Country Health Alliance.
- E-visits are a contracted benefit. Providers must be contracted with South Country and are subject to all contract provisions that apply to quality management and oversight.
- **The E-visit provider is prohibited from billing or charging a fee to the member; no cost-sharing is applicable. For MinnesotaCare members, facility fees are not applicable.**

### Billing Instructions:

The provider must have the capability to bill the E-visit to South Country, according to our billing guidelines identified in Chapter 4 of the South Country Provider Manual located at <https://mnscha.org/>. E-visit providers must be contracted providers of South Country.

Providers must be able to bill independently for evaluation and management visits (such as physicians and nurse practitioners) and should bill the following CPT codes: 99421-99423.

Providers who are not able to bill independently for evaluation and management visits (such as physical therapists, occupational therapists, speech language pathologists, clinical psychologists) may also provide E-visits and bill the following CPT Codes: G0261-G2063.

If you have any questions on these changes, the South Country Provider Contact Center is available to our Providers Monday through Friday from 8 a.m. to 4:30 p.m. The toll-free number is **1-888-633-4055**.

Please remember, if you are a registered user of the South Country Health Alliance Provider Portal, you may send a secure email to the Provider Contact Center during or after regular business hours. You may access the Provider Portal at <https://provider.mnscha.org/scha.provider.aspx> .