



CenCalHEALTH®
Local. Quality. Healthcare.

Telehealth Guidelines

Telehealth is the use of secure technology (video, phone, or asynchronous communication) to provide health care services such as diagnosis, treatment, follow-up care, and patient education.

Provider Requirements

Contracted and credentialed CenCal Health providers are able to deliver services via telehealth.

Telehealth Modalities & Coverage:

- **Video (synchronous):** Allowed for new and established patients. Can be used to establish care.
- **Audio-only (synchronous):** Not allowed for new patients unless:
 - The service involves sensitive services.
 - The patient requests audio-only or lacks access to video.
- **Asynchronous (store-and-forward):** Only FQHCs and RHCs may use this to establish new patient relationships, under specific conditions.

Patient Access & Choice Requirements

Members have the right to request services in-person. If they do, providers must either transition to in-person services or support the member in transitioning to another provider to deliver in-person care.

Consent Requirements

- Providers must obtain **verbal or written consent** from the patient prior to the start of telehealth services.
- Consent must be documented in the medical record and made available upon request.
- Consent must include the following explanations:
 1. The patient's right to in-person services.
 2. That telehealth is voluntary and consent can be withdrawn at any time.
 3. Non-Medical Transportation is available for in-person visits if needed.
 4. Potential risks or limitations of receiving services via telehealth.
- Group practices may document consent on behalf of the entire group.

Limitations on Telehealth Services

Telehealth is not appropriate for services that require:

- Physical examination or instrumentation of body structures.
- Tissue sampling or removal.
- Insertion or removal of medical devices.

These services must be delivered in person.

CenCal Health Reimbursement & Billing Guidelines

- **Capitated Providers:** Telehealth services are included in the monthly capitation payment.
- **Fee-for-Service (FFS) Providers:** Paid at the provider's contracted rate.
- **Telehealth billing requires a modifier to show the service type:**
 - Use **modifier 93** for synchronous audio-only (telephone).
 - Use **modifier 95** for synchronous video (live video visit).
 - Use **modifier GQ** for asynchronous store-and-forward (including e-consults).
- **Originating site and transmission fees:**
 - Available for most providers using HCPCS codes **Q3014** (originating site) and **T1014** (transmission).
 - Not available for FQHCs, RHCs, or THPs.

Resources

Please visit www.dhcs.ca.gov/provgovpart/Pages/TelehealthFAQ.aspx for more information on:

- DHCS Telehealth Provider Manual
- California Telehealth Resource Center (CTRC)
- Center for Connected Health Policy (CCHP)
- Telehealth Modifier Reference Sheet

For claims and billing questions please contact CenCal Health Claims Department at 805-562-1083 or cencalclaims@cencalhealth.org.

For additional support please contact CenCal Health Provider Relations Department at 805-562-1676.



Providers planning to offer services via telehealth must notify CenCal Health Provider Services at: psrgroup@cencalhealth.org.