



Telerehabilitation/COVID-19

NETWORK FREQUENTLY ASKED QUESTIONS

- 1) My current patient has either fallen ill or expressed the desire to discontinue in clinic treatment due to exposure, what do I need to do?**
 - a. If you feel that you are qualified and prepared to deliver care virtually, please notify us immediately at requests@onecallcm.com and we will support this effort. If you do not have this solution available, please contact One Call immediately at requests@onecallcm.com so that we can work with the patient to transfer them to a telerehabilitation ready provider.
- 2) How will I know if my telerehabilitation solution is acceptable?**
 - a. The minimum acceptable criteria is changing daily during this time. Please consult your state level APTA or CMS resources.
- 3) Are all patients eligible for a Telerehabilitation solution?**
 - a. Not necessarily. Accommodations may be necessary to ensure safety but we can review on an as needed basis. For example, someone who has balance issues or recent lower extremity surgeries may need additional accommodations.
- 4) Will I need a new authorization or prescription to deploy a virtual solution on an existing patient?**
 - a. No, if there is still authorization available and no change in service type you may keep treating and then follow all normal reauthorization request protocols.
- 5) How should I bill telerehabilitation?**
 - a. You should bill telerehabilitation as you would outpatient therapy utilizing standard CPT coding and state guidelines. The HCFA Form field for place of service should read 02 for telerehabilitation verses 11 for brick and mortar setting.
- 6) How will I be reimbursed for a telerehabilitation visit?**
 - a. Reimbursement is based on your current agreement with One Call. There is no difference in reimbursement for a virtual visit versus an outpatient visit.
- 7) If one or more of our locations has been forced to close during COVID-19, can I transfer the patient to one of our other locations that remains open?**
 - a. Yes, if the patient is willing to move to an alternate location you may do so. Please contact One Call to alert us so that we may update our file at

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requests@onecallcm.com. You may continue with your current authorization in this scenario, a new authorization or prescription is not needed in this case.

8) We have had to close our pool during this time, can we transfer a patient from aquatic therapy to land based therapy?

- a. Yes, please contact One Call as soon as possible and provide an updated plan of care signed by both the MD and the PT. We will communicate to the adjuster on your behalf. You may continue with your current authorization.

9) Our clinic(s) have to close temporarily due to COVID-19. Who should I notify?

- a. Please reach out to PT@onecallcm.com and provide us with the information including an estimated time of closure and we will update our system.

10) I have a patient that is no longer able to be seen in a clinic and is interested in Telerehabilitation however, we do not offer that. What should I do?

- a. Send the referral to One Call and we will ensure the patient receives their therapy virtually! PT@onecallcm.com

One Call understands the importance of patient care and your business needs during this time. We are supportive of providers deploying telerehabilitation to our patients however; By offering telerehabilitation you are committing to provision of excellent clinical care with the expectation of delivering highest quality results.

For patient updates:
requests@onecallcm.com

For updated Plan of Care or other Clinical concerns:
clinical2@onecallcm.com

For new referrals:
PT@onecallcm.com

For temporary clinic closures:
PT@onecallcm.com

Thank you for your continued service to One Call!

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