Telehealth Location and Face-to-Face (F2F) Codes for Progress Notes

		Provider		
		At Office	Telehealth From Office	Telehealth Out of Office
Client/Caregiver	**At Office**	**Location**: Office **F2F**: Yes		
	At Office in Telehealth Room (Video & Audio)		**Location**: 6B - VT Clt NOT IN Home **F2F**: Yes	**Location**: 6B - VT Clt NOT IN Home **F2F**: Yes
	At Home via Telehealth (Video & Audio)	**Location**: 6A – VT Clt IN Home **F2F**: Yes	**Location**: 6A – VT Clt IN Home **F2F**: Yes	**Location**: 6A – VT Clt IN Home **F2F**: Yes
	Out of Office/Not at Home via Telehealth (Video & Audio)	**Location**: 6B - VT Clt NOT IN Home **F2F**: Yes	**Location**: 6B - VT Clt NOT IN Home **F2F**: Yes	**Location**: 6B - VT Clt NOT IN Home **F2F**: Yes
	At Home via Phone/Telehealth (Audio Only)	**Location**: 6C - AT Clt IN Home **F2F**: No	**Location**: 6C - AT Clt IN Home **F2F**: No	**Location**: 6C - AT Clt IN Home **F2F**: No
	Out of Office/Not at Home via Phone/Telehealth (Audio Only)	**Location**: Phone or 6D - AT Clt NOT IN Home **F2F**: No	**Location**: Phone or 6D - AT Clt NOT IN Home **F2F**: No	**Location**: Phone or 6D - AT Clt NOT IN Home **F2F**: No

6A – Video Telehealth (VT) Clt IN Home or 6B – Video Telehealth (VT) Clt NOT IN Home – Used for treatment services on video when provider can see the client/caregiver to observe physical presentation and symptoms (e.g. Med Support, Assessment, Therapy, Rehab).

6C – Audio Telehealth (AT) Clt IN Home or 6D – Audio Telehealth (AT) Clt NOT IN Home – Used for treatment services to a client/caregiver by telephone only then there is no video to observe physical presentation and symptoms (e.g. Med Support, Assessment, Therapy, Rehab). This includes if a telehealth platform is being used but the client/caregiver's camera is off.

3 – Phone – Used for non-treatment type services/activities via phone (e.g. TCM, reminder calls, med refills without a client, check-ins, non-billable activities).

Psychiatric Providers:

Location When Working Remotely: If provider is offsite (not in the office/clinic) and proving a treatment service, location should be reflected as the appropriate telehealth option.

Med Refills: If the client initiates a med refill request, use the chart above to determine location and F2F code. If there is no contact with the client or the med refill request is received via fax or Avatar/Order Connect, use "Phone" as the location code and select No for F2F. Please remember to write a progress note indicating medical necessity for billable refill request documentation.

Jail Lockout Setting: If a client is in a jail/juvenile hall lockout setting, continue to use the "Jail" location code whether the service occurred via telehealth or phone. The billing code should reflect the type of service provided (e.g. Assessment, Individual Therapy, etc.) and Avatar will block the claim from billing based on the "Jail" location code. This guidance may change.

Note: For service verification purposes, video telehealth appointments are considered face-to-face but are excluded from requiring a client/caregiver signature on the form.

"**Home**" is a client's residence where **no Medi-Cal billed services are being provided by staff working for** that facility/placement

Examples of Home: Client's home, foster home, board & care, temporary housing/ shelter/ community location

Examples NOT Considered Home: STRTP, CRT, MHRC, residential providing Medi-Cal services through the program, a placement where staff of the facility are billing Drug Medi-Cal

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