

Los Angeles County Department of Mental Health  
Quality Assurance Unit

**Clarifications to QA Bulletin 20-01**

Revised: 4/17/2020

**1. Allowable Services via Telehealth and Telephone**

Refer to these documents:

[Allowable Telephone and Telehealth Procedure Codes during COVID-19 for LE](#)  
[Allowable Telephone and Telehealth Procedure Codes during COVID-19 for DO](#)

Telehealth and telephone services are indicated using the GT and SC modifiers, respectively, on the procedure code. Additional services have been added and the most up-to-date list can be found posted on the QA COVID-19 site. The posted list is for use during the COVID-19 crisis and is not reflected in the Guide to Procedure Codes. If there is a service that is not listed on the posted document, and you believe it is a needed service via telehealth/telephone, please contact Jennifer Hallman ([jhallman@dmh.lacounty.gov](mailto:jhallman@dmh.lacounty.gov)). We want to ensure that providers are able to provide medically necessary services during this time.

Non Billable to Medi-Cal procedure codes (e.g 00001 for Directly-Operated providers and 90834HX for Legal Entity providers) do not require the SC or GT modifiers even if the service was provided via telehealth or telephone. However, the correct place of service should continue to be used for these services.

**2. Guidelines for Group and Family Services via Telehealth and Telephone**

Refer to this document: [Telephone and Telehealth Guidance for Group/Family Services during COVID-19](#).

In addition, this consent form was created to obtaining verbal consent for participating in group services via telehealth and telephone: [Consent for Group or Family Sessions Conducted via Telehealth or Telephone MH 739](#).

**3. Initial Medication Evaluations via Telephone**

There are no Medi-Cal rules that would prohibit an initial medication evaluation from being conducted via telephone. However, Evaluation and Management (E&M) procedure code rules require face-to-face contact (telehealth is considered face-to-face). For this reason, all telephone initial medication evaluations must be coded as H2010SC. Psychiatrists working at directly-operated providers may discuss telephone initial medication evaluations with their supervising psychiatrist. Additional clinical guidance will be forthcoming related to initial medication evaluations completed by telephone.

**4. Access to Care During COVID-19**

State DHCS issued a notice on 3/25/2020 stating: "To ensure services are available for those most in need, DHCS also encourages triage and prioritization, including delaying or canceling routine/non-urgent care to make capacity for those needing urgent help." This is consistent with LACDMH guidance to providers, as well as, QA Bulletin 20-01.

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