

Addendum 3 to HAAD Claims & Adjudication Rules

Version

V2012

Including the Mandatory Tariff Pricelist Application Rules.



هيئة الصحة
HEALTH AUTHORITY



1. Purpose of this Document.

Setting the claims and adjudication rules for Service Codes 01-01, 01-02, 01-03 & 01-04.

2. Rule effective Date:

July 1st 2014.

3. Service Codes List



Code	Code Short Description	Code Long Description
01-01	Tele-consultation resulting in Emergency Management	<p>Patient initiated non face to face consultations with a physician of a HAAD licensed <u>Tele-consultation provider requiring Emergency management in another facility for immediate diagnostic/ therapeutic procedures/ interventions.</u></p> <p>No distinction is made between new and established patients. Payment includes all services related to this Tele-consultation encounter. No separate payment is made for any other services/materials including but not limited to hardware/ Equipment/Videotapes and transmissions.</p>
01-02	Tele-consultation resulting in Prescription NB: Restricted for billing purposes as per the current telemedicine standards.	<p>Patient initiated non face to face consultations with a physician of a HAAD licensed <u>Tele-consultation provider resulted in prescription</u> may require follow up care and/or case management.</p> <p>No distinction is made between new and established patients. Payment includes all services related to this Tele-consultation encounter. No separate payment is made for any other services/materials including but not limited to hardware/ Equipment/Videotapes and transmissions.</p>
01-03	Tele-consultation resulting in Referral	<p>Patient initiated non face to face consultations with a physician of a HAAD licensed <u>Tele-consultation provider resulted in referral to another facility for diagnostic/ therapeutic procedures/ interventions or prescription.</u></p> <p>No distinction is made between new and established patients. Payment includes all services related to this Tele-consultation encounter. No separate payment is made for any other services/materials including but not limited to hardware/ Equipment/Videotapes and transmissions.</p>

01-04	Tele-consultation resulting in Self Care	Patient initiated non face to face consultations with a physician of a HAAD licensed Tele-consultation provider resulted in self-care excluding prescription. No distinction is made between new and established patients. Payment includes all services related to this Tele-consultation encounter. No separate payment is made for any other services/materials including but not limited to hardware/ Equipment/Videotapes and transmissions.
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4. Claims and Adjudication Rules

- Service Codes 01-01, 01-02, 01-03 & 01-04 must only be reported with EncounterType=(1 = No Bed + No emergency room);
- Patient initiated non face to face consultations with a physician of a HAAD licensed Tele-consultation provider that requires no or limited/occasional follow-up
- No distinction is made between new and established patients
Report only one of the above service codes when more than one of the service code applies. This can be the “most complex” or highest code i.e with the lowest code

Examples:

1. Patient is advised self and also receives a referral: Report 01-03 Referral
2. A patient is sent to the emergency department, but also calls later within the 7-day period and receives further advice, which may include a further referral or a prescription 01-01

Note:

1. Reimbursement for Tele-consultation services must be in accordance with the Standard Provider Contract as applicable to the Tele-consultation services, HAAD Mandatory Tariff and associated Claims and Adjudication Rules and the Coding Manual.
2. Tele-consultation is independent of any follow up and telephonic communication with the patient subsequent to face-to-face consultation. Follow coding manual rules to report those services.
3. One week Free Follow up shall be applicable
4. Payment includes all services related to this Tele-consultation encounter. No separate payment is made for any other services/materials including but not limited to hardware/ Equipment/Videotapes and transmissions

Following service codes can be utilized to bill the services

Service codes 01-01 Tele-consultations resulting in Emergency Management



1. Triage (patient prioritization and categorization according to medical and management needs, such as illness/injury, severity/complexity, prognosis and resource availability and referral to specialized care as indicated by case)
2. Diagnosis
3. Video sighting / images (provided by patient) of body symptoms (Optional)

And Requiring (In a different facility)

1. Request immediate pathology and/or point of care testing (POCT) and/or radiology investigation

OR

2. Immediate / urgent , Invasive or noninvasive clinical interventions and or medical management

Service codes 01-03 Tele-consultations resulting in Referral

1. Triage (patient prioritization and categorization according to medical and management needs, such as illness/injury, severity/complexity, prognosis and resource availability and referral to specialized care as indicated by case)
2. Diagnosis
3. Video sighting of body symptoms (Optional)

And may require (*In a different facility*)

1. Invasive or noninvasive clinical interventions and or medical management and/or pathology and/or point of care testing (POCT) and/or radiology investigation.

Note : Tele-Referral need to be in accordance with the HAAD Patient Referral Policy, where applicable and relevant for the case; and Scheduling of appointments as appropriate

<http://www.haad.ae/HAAD/LinkClick.aspx?fileticket=UuUBd2jBhMU%3D&tabid=820>

Service codes 01-04 Tele-consultations resulting in Self Care

1. Triage (patient prioritization and categorization according to medical and management needs, such as illness/injury, severity/complexity, prognosis and resource availability and referral to specialized care as indicated by case)
2. Diagnosis
3. Video sighting / images (provided by patient) of body symptoms (Optional)



4. Home monitoring of patient health status and vitals (including for specified POCT), including the use of Tele-monitoring devices

OR

5. Any other Tele-consultation medical services having met the requirements of this Standard as approved by HAAD from time to time upon an application of a healthcare provider, or not. Examples may include provision of patient education, counseling and services associated with disease management programme.

And Result in

6. Recommendation for self-care

Below services are excluded from the above listed service codes

- All services involving invasive clinical interventions;
- Prescription of all medications including prescribing narcotics and controlled medications for treatment (e.g. mental health or other disorders that require the use of controlled drugs);
- Patients requesting sick leave certificates or other certificates such as fitness for work, disability assessment, and providers that provide face to face to services that triggered a follow up by telephone.