

COVID-19 Response: Virtual Care Billing FAQ for Health care Providers

Below are some Frequently Asked Questions on the recently introduced temporary billing codes for virtual care introduced by the Ministry of Health. OTN will provide further updates as they become available.

1. Q. Where can I find more information about the new billing codes for virtual care?

A. OTN publishes links to all virtual care related INFOBulletins on otn.ca:

<https://otn.ca/newsroom/>

2. Q. If I'm a current Virtual Care Program Member (e.g. Current OTN user), should I bill the new temporary K-codes?

A. While physicians are permitted to bill the new temporary K-codes, we recommend that you continue to bill the Ontario Virtual Care Program while using the approved OTN technology.

3. Q. If I am a Virtual Care Program Member and want to use a different (non-OTN) technology, which fee codes should I bill?

A. Physicians not using the approved OTN solution must bill the temporary K-codes. If you are using a non-approved technology you should review the [technical recommendations](#) for video solutions.

4. Q. If I am a physician but not a member of the Ontario Virtual Care Program which fee codes should I bill? How does it work?

A. If you are not a member of the Ontario Virtual Care Program, you must bill the new temporary K-codes. Submit claims through the Ontario Health Insurance Plan (OHIP) billing process. These temporary K-codes are for insured services and do not require additional billing registration with the Ontario Virtual Care Program.

5. Q. Who is eligible for the Ontario Virtual Care Program?

A. Physicians are eligible to bill under the Program for Direct-to-Patient Video Visits if you are a:

- family physician in a patient enrollment model (PEM) providing care to rostered patients
- specialist physician
- GP focused practice physician designation providing care within your focused area of practice

Physicians billing under the Ontario Virtual Care Program must use an OTN approved solution.

[Sign Up](#) to become a member of the Ontario Virtual Care Program.

6. Q. If I am eligible, am I required to register for the Ontario Virtual Care Program prior to submitting billing claims?

A. Physicians who are using OTN solutions must still complete the [OHIP Virtual Care Physician & Dentist Registration Form](#). Physicians can begin conducting virtual visits the day after they submit the form, however, billing claims must only be submitted after confirmation of virtual care registration has been received.

7. **Q. How do I bill under the Ontario Virtual Care Program?**

A. Eligible physicians may submit claims through the Ontario Virtual Care Program via the OHIP billing process using program B-codes and the relevant OHIP service fee code for the clinical service delivered. These codes are for publicly funded but uninsured services, require a simple [billing registration](#), and require the use of an approved OTN video solution.

The ministry released revised billing guidelines on **April 1, 2020** through the updated [Virtual Care Billing Information Manual](#). Please refer to the Billing manual for updated billing codes which must be used for all claims submitted for visits occurring on or after April 1, 2020. Please also refer to [INFOBulletin 4750](#) for full details.

8. **Q. If I was an eVisit Primary Care Pilot participant should I change how I am billing?**

A. Participating physicians are eligible for reimbursement for minor and intermediate assessments performed by video, secure messaging or audio using one of two qualified, PHIPA compliant eVisit solutions (Think Research and Novari). Physicians will receive payment from a program budget managed by Ontario Health, which is separate from OHIP.

Physicians do not need to submit claims for virtual visits that occur as part of the eVisit pilot. Reimbursement is processed automatically based on completed virtual visits that have been marked “billable” within the qualified solution.

9. **Q. Where can I find more information on scripting to patients to address privacy and security risks and related consent?**

A. Please visit the [OMA’s website](#) for additional patient resources.

10. **Q. Where can I find more resources on conducting Virtual Care?**

A. The below are helpful resources for using OTN virtual care solutions:

[Virtual Care Billing Information Manual](#)

[OHIP Virtual Care Physician & Dentist Registration Form](#)

[OTNhub Sign up \(to access OTN’s virtual care services\)](#)

[Video Visits Toolkit](#)

[Otn.ca](#)

For assistance in using virtual care solutions other than OTN video:

<https://www.oma.org/>