Claims Billing Companion Guide

Overview

The purpose of this document is to provide payers and clients with the required information to successfully submit and process electronic claims billing information between Teladoc Health and the payer.

Teladoc Health utilizes NextGen as its clearinghouse for claims submission and ERA receipt (837 & 835 transactions).

Requirements

- Payers must have a trading partner agreement in place with NextGen along with a valid Payer ID #.
- Teladoc Health must capture the member's Health Plan ID (HPID) -- the ID on the member's medical card issued by the medical insurance carrier -- in either the eligibility file or during Real Time Eligibility (RTE) registration.
    - If the HPID cannot be provided on the eligibility file in the Member Health Policy ID field, the member's social security number (SSN) may be provided in lieu of HPID. This is dependent on the payer being able to adjudicate claims based on a member's SSN.
- The client must notify their health plan of their intention to use the telemedicine benefit through Teladoc Health and notify them of the proper fee schedule/cost of using the benefit.
- Plan structure and eligible membership should mirror the benefit provider/payer's system.
- Claims billing is not available for $0 consult fee (consults included) products/services.

Eligibility Types & Downstream Impact

The method of eligibility directly impacts the ability to accurately assess member cost share and collect remaining balances after consult completion. Member cost share amounts are defined by the client's group configuration.

Staged/EDI File Feed:

Eligibility must be maintained accurately and timely in order to result in appropriate adjudication responses. Members that are active on a staged file are considered eligible at time of service. Upon adjudication by the payer, it may be determined that the member should not have been eligible. This would result in an uncollectable balance which may be billed to the client.

Real Time Eligibility (RTE):

Real time eligibility (RTE) allows Teladoc Health to send and receive real time eligibility notifications and cost share related to a member's benefits. This is dependent on the payer's gateway being active and responsive at the time of service request. Inactive or untimely gateway responses may result in a member being denied service or charged inaccurately at time of service.

Staged/RTE (Hybrid):

Clients that have Staged and RTE (Hybrid) eligibility may experience a lower risk of inaccurate cost share calculation and eligibility verification denials due to the redundant eligibility verification points. As an example, if an RTE gateway is down the staged file will be used to verify eligibility and provide service to the member. Members will be charged the consult amount as defined in the group configuration.

Claims Billing Details

The following information will be included on an 837 electronic claims billing transaction:

- Total Charge Amount
- Amount Paid by Patient
- Place of Service
- Patient's ID Number
- Patient's Date of Birth
- Patient's First and Last Name
- Patient's Address
- Date of Service
- Diagnosis Code(s)

Service Facility:

Name: Teladoc Physicians, P.A.
Address: 1945 Lakepointe Drive, Lewisville, TX 75057

Billing Provider:

Name: Teladoc Physicians, P.A.
Address: 1945 Lakepointe Drive, Lewisville, TX 75057

Tax ID & NPI:

Multi-Specialty Tax ID Number (General Medical & Dermatology): 20-1020949
NPI: 1245403567
Provider Name: Teladoc Physicians, P.A.

Behavioral Health Tax ID Number: 47-4591265
NPI: 1699146456
Provider Name: Teladoc Behavioral Health, PA

CPT Codes:

General Medical

0-10 Minutes	99441
11-20 Minutes	99442
21-100 Minutes	99443

Dermatology

All Dermatology Visits (regardless of time)	99214

Behavioral Health

Psychiatrist - Initial Visit	99204
Psychiatrist - Recurring Visit	99213
LCSW, Psychologist, Counselor, or Therapist	90834

Available modifiers, if requested by the payer, are:

- GT
- GQ
- 95
- 25 (*used to indicate a follow-up visit within an identified timeframe*)

Claims Billing Submissions Timeline

Consults that occur with a date of service taking place Monday – Thursday are typically billed to a payer within 24 hours.

Consults that occur with a date of service taking place Friday – Sunday are typically billed on the following Monday.

Payment Instructions - Consult Fees

If mailing payment:

To: Teladoc Physicians PA
Dept 3297
PO Box 123297
Dallas, TX 75312-3297

If wiring payment:

To: SIL VLY BK SJ
3003 Tasman Drive
Santa Clara, CA 95054

Address: 1945 Lakepointe Drive
Lewisville, TX 75057

Account Name: Teladoc Physicians Association PA
Account #: 3301042672
Routing #: 121140399