

COVID-19 update for therapy providers

Beginning March 26, 2020 and for the duration of the COVID-19 crisis, Dell Children's Health Plan will allow physical, occupational and speech therapy services (PT/OT/ST) to be rendered in a telehealth setting. Therapy services rendered in a telehealth setting must be reasonable and safe to be performed without direct member physical contact from a licensed professional. Dell Children's Health Plan will continue to follow all existing therapy prior authorization and clinical documentation requirements including physician orders. New therapy requests will continue to be subject to medical necessity review.

Occupational therapy, physical therapy, and speech therapy may be delivered as a telehealth service following current licensure requirements found in [Occupational Therapy Rules](#), [Physical Therapy Rules](#), and [Speech-Language Pathologists and Audiologists Administrative Rules](#).

Providers are not required to notify or modify existing approved therapy authorizations to include Modifier 95. When billing therapy services, please use the appropriate modifiers in the primary position (GP/GO/GN) with Modifier 95 in position 2, 3, or 4. Dell Children's Health Plan will conduct post-payment reviews on claims submitted with Modifier 95.

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-888-821-1108.