To: All Physicians and billing staff

Telephone Advice during COVID-19:

Effective March 12, 2020, to minimize the risk of exposure to the COVID-19 virus and to ensure continuation of care if a patient or physician self-isolates, the Ministry of Health is amending and activating Health Service Code (HSC) 03.01AD.

The amended description of 03.01AD will read:

- Telephone advice to a patient or their agent (agent as defined in the Personal Directives Act) during a viral epidemic.

When can a physician submit claims for HSC 03.01AD?

- Providing care for other conditions when the patient or physician is in self-isolation.

The following restrictions would apply:

1. May only be claimed once per patient, per physician, per day.
2. Benefit includes advice, providing a new prescription or prescription renewal.
3. Documentation of the request and advice given must be recorded.
4. May only be claimed when communication is between patient or their agent and physician.
5. May not be claimed for providing general information on the virus.
6. May not be claimed for services provided through Health Link.

Changes to the Claim Assessment System (CLASS) are complete and physicians can use this code immediately. The Schedule of Medical Benefits is currently being updated to reflect the amendments, and will be published as soon as possible.

This code will remain active as long as the Chief Medical Officer of Health determines it should remain active.

Appropriate Diagnostic Codes:

To help with monitoring, please use ICD Code 079.82 on all SOMB claims related to COVID-19 even if the patient is not diagnosed with COVID-19 but consulted a physician for symptoms.
**Inquiries:**

Any general inquiries regarding this change can be sent to health-pcsp.admin@gov.ab.ca. Specific questions related to billing can be directed to 780-422-1600.

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<th><strong>Telephone</strong></th>
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<th><strong>Fax</strong></th>
<th><strong>Approval</strong></th>
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<tbody>
<tr>
<td>Provider Compensation and Strategic Partnerships Branch</td>
<td>Edmonton 780-422-1600 Toll free 310-0000</td>
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