

Number: MED 254	Date: February 15, 2022
Subject: Enhanced Virtual Care Codes System Update	Reference: MED 252

To: All Physicians and Billing Staff

The Alberta government has **updated the Claim Assessment System (CLASS)** to enable physicians to submit claims for virtual visits and consultations eligible for a single complex modifier announced under Medical Bulletin 252.

Effective February 15, 2022, all physicians may submit eligible claims for virtual Health Service Codes (HSC) 03.03CV, 03.03FV and 03.08CV with a complex modifier to Alberta Health for dates of service from January 1, 2022 onwards.

Please note that CLASS only allows automatic processing of claims submitted within 90 days of the date of service. For example, a claim for a virtual visit eligible for a complex modifier with the date of service January 1, 2022 can be submitted until March 31, 2022 and will be processed automatically. Payments will be made within two weeks of processing.

Due to the retroactive effective date of January 1, 2022, there may be instances when physicians/submitters cannot meet the 90 days requirement.

Claims for HSC 03.03CV, 03.03FV and 03.08CV with a complex modifier, with dates of service January 1, 2022, through February 14, 2022, may be submitted beyond the 90 day period with prior written approval from Alberta Health. These claims must be submitted by May 15, 2022. It is important to note that any claims outside the 90 days of date of service will require manual processing and payments may be delayed, depending upon volume.

Requests to submit claims outside the 90 day submission timeframe for virtual visits and consultations with a complex modifier can be sent to **Sue Penner, Provider Relationship and Claims Team Lead**, at Sue.Penner@gov.ab.ca. Your request will be considered and a written reply will be provided. Should your request be approved, the written reply will include submission instructions.

Partially Paid and Refused Claims

- The claims for virtual visits and consultations eligible for a single complex modifier which were submitted during the period January 1, 2022 and February 14, 2022 but were partially paid i.e. payments for virtual visit/consultation made but no payments were made for the complex modifier, due to old assessment rules in CLASS can be resubmitted with an action code 'C'.
- Any refused claims would require submission of a new claim.

To avoid delays in payment, physicians and submitters are encouraged to submit their early January claims for 03.03CV, 03.03FV and 03.08CV with a complex modifier before March 31, 2022.

Inquiries:

Any inquiries regarding enhanced virtual care codes can be sent to health-pcsp.admin@gov.ab.ca

Contact: Provider Compensation and Strategic Partnerships Branch	Approval: Jonathan Koehli
Email: health-pcsp.admin@gov.ab.ca	Position: Executive Director Provider Compensation and Strategic Partnerships Branch