

Temporary Telehealth Policy for Vocational Rehabilitation Services - COVID-19 State of Emergency

Policy Alert #2020-02

Date: March 20, 2020

In response to the COVID-19 crisis, BWC is initiating temporary policy changes that will allow flexibility in the provision of care to injured workers. These changes will be effective until the state of emergency related to COVID-19 is lifted within the state where the injured worker resides.

Covered Vocational Rehabilitation Services

The following vocational rehabilitation services have been determined appropriate for temporary telehealth coverage:

- Career Counseling - In Person (W0523)
- Vocational Screening (W0631)
- Remedial Training (W0691)
- Short Term Training - Up to 1 year (W0692)
- Long Term Training -- Over 1 year (W0694)
- Employment Services - Job Seeking Skills Training (W0650 & W3257)
- Employment Services - Job Development** (W6059 & W3259)
- Employment Services - Job Placement** (W0660 & W3260)

** Employment Services - *Job Development and Job Placement*** can be rendered virtually; however, must staff with the MCO to determine appropriateness.

Plan Approval Requirements

BWC will not require the provider to receive approval from the MCO to change the delivery of services from face-to-face to an alternative method such as through telemedicine or telephone when a vocational rehabilitation professional is providing approved services in an approved plan.

Documentation

Documentation requirements will follow BWC's [Billing and Reimbursement Manual](#) requirements. Under this temporary policy change, vocational rehabilitation providers will also be required to reference the following:

- The current state of emergency for COVID-19; and
- The specific means used to deliver the service, either through audio/video telemedicine or through telephone.

Billing and Reimbursement

Vocational rehabilitation providers will bill the most applicable local level code for the service provided. For any service included in this temporary telehealth expansion, billing and reimbursement will be at the same rate published in the [Vocational Rehabilitation Fee Schedule](#).