



FAQs

Telehealth PAF Visits Performed During COVID-19 Pandemic

1. Can we continue to complete the PAF for a patient via telephone (audio only) or telehealth?

Yes.

2. How do we bypass the PAF's requirement to include vitals?

If services are being rendered telephonically or via telehealth, enter the following in the vitals section...

- Temp-leave blank or enter **1**
- *Systolic and Diastolic BP-enter **1** for systolic and **1** for diastolic.
- Weight & Height-**ENTER THE MOST RECENT 2020 or 2019 height and weight** allowing Cozeva to calculate the BMI from the most recent visit on record. If the patient is new to your practice and a previous record or weight and height isn't available to you, enter **1** for both weight and height.
 - (Please Note. If the BMI is > or = to 40, please assess severe morbid obesity. If the BMI is between 36-39 & the patient has two or more co-morbidities, please assess the obesity. If the BMI is 19 or less, please assess malnutrition)

Example 1: The patient was last seen on 12/15/19 and there is a BMI included in the 12/15/19 progress note.

BP*	Weight*	Height*	BMI	Notes	
Syst: 1	Diastol: 1	180 lb	56 inch	40.35 kg/m ²	BMI from DOS 12/15/2019 Discussed diet and Exercise
<input type="checkbox"/> Patient refuses BMI measurement					

*Cozeva includes a programming feature that requires a blood pressure value to be entered prior to allowing the provider to sign off/complete the PAF. Entering 1 will bypass this feature. Values of 1 in the blood pressure or BMI field will not be reported to the health plan. HEDIS technical guidelines allow reporting of a BMI from the current or previous measurement year.

Example 2: The patient has not been seen since 2018. HEDIS technical guidelines only permits reporting of a BMI value from the current or previous measurement year. Since there is no value on file for a 2019 or a 2020 DOS, enter a value of 1.

BP*	Weight*	Height*	BMI	Notes
Syst: 1	Diastol: 1	1 lb	1 inch	
<input type="checkbox"/> Patient refuses BMI measurement				



Example 3: The patient has never been seen by our provider or any other provider in our group. HEDIS technical guidelines allow reporting of a BMI from the current or previous measurement year. Since there is no value on file for a 2019 or a 2020 DOS, enter a value of 1 for the height and weight.

BP*	Weight*	Height*	BMI	Notes
Syst 1	Diastol 1	1 lb	1 inch	
			kg/m ²	
<input type="checkbox"/> Patient refuses BMI measurement				

3. Are we supposed to submit a claim with CPT 96160 with a \$150.00 charge?

No. As of DOS 10/23/19, practices that participate in the PAF program must avoid submitting a claim with CPT 96160. Upon provider completion of the PAF/Sign off, the PAF will be reviewed and a claim will automatically be generated on your behalf. The auto-generated Cozeva claim will include all CPT Cat I (96160) and Cat II codes (ie: 1111F)

4. Will it cause an issue if we continue to submit CPT 96160 on our claims after DOS 10/23/19?

Yes. All claims submitted to Key/Humana are forwarded via encounter data to Humana and subsequently to CMS. Submitting a claim with CPT 96160 prior to processing of your automatically generated Cozeva PAF claim, can cause valuable and important codes on this claim to be deemed as a duplicate at the CMS level. This can result in a missed opportunity to report accurate quality and risk data.

5. Will we receive the full \$150.00 administrative payment for completing the Cozeva PAF telephonically or via telehealth?

Yes.

6. If we are supposed to avoid submitting a claim for the PAF with CPT 96160, should we continue to submit a claim with a CPT for other services rendered during the PAF visit?

Yes. All other service codes such as CPT 99213 or G0438 shall be submitted on your claim accordingly.

7. Which POS code should we include on our claim for other services provided telephonically on the same day as the PAF?

POS code 02 will indicate to Key/Humana the services were performed via telehealth or telephonically. However, If your claim includes POS 11 the claim will not be denied for this reason nor will it be processed any differently.

8. This document only covers the vital section of the PAF. Who shall I contact if I need a complete PAF training or a PAF refresher training?

To schedule training, please email Susan@tkfmc.org. Susan will gladly schedule you for a remote training session with a PAF Trainer at a time that is convenient for you.

9. Who shall I contact if I need Cozeva credentials?

For new Cozeva credentials, please email marilyn@tkfmc.org.

10. Who shall I call if I have additional questions?

For additional questions, you may call 559-802-1992.