
Rural Health Clinics (RHCs) and Federally Qualified Health Centers (FQHCs)

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This section includes information for billing services rendered by Rural Health Clinics (RHCs) and Federally Qualified Health Centers (FQHCs). RHCs and FQHCs provide ambulatory health care services to recipients in rural and non-rural areas.

Rural Health Clinics

RHCs extend Medicare and Medi-Cal benefits to cover health care services provided by clinics operating in rural areas. Specifically trained primary care practitioners administer the health care services needed by the community when access to traditional physician care is difficult.

Federally Qualified Health Centers

FQHCs were added as a Medi-Cal provider type in response to the Federal Omnibus Budget Reconciliation Act (OBRA) of 1989.

RHC and FQHC: Enrollment

«Providers should enroll in the RHC and FQHC programs through the Department of Health Care Services (DHCS) Provider Enrollment Division. However, Audits and Investigations (A&I) Division is responsible for setting the Prospective Payment System (PPS) rate.» As facilities enroll in the RHC and FQHC programs, they will receive a new National Provider Identifier (NPI) and their current provider numbers will be inactivated.

Physician Defined

The inclusion of a professional category within the term “physician” is for the purpose of defining the professionals and not for the purpose of defining the types of services that these professionals may render during a visit for RHC and FQHC services.

The following providers are defined as “physicians.”

- A doctor of medicine or osteopathy authorized to practice medicine and surgery by the State and who is acting within the scope of his/her license
- A medical resident in a federally or state sponsored Teaching Health Center Graduate Medical Education (THCGME) Program, under the supervision of a designated teaching physician, who is acting within his/her «Postgraduate» Training License (PTL) «issued by the Medical Board of California». The THCGME Program is required to be accredited by the Accreditation Council for Graduate Medical Education.

Note: Subject to limitations as described in the Teaching Health Center Graduate Medical Education (THCGME) subheading on a following page.

- A doctor of podiatry authorized to practice podiatric medicine by the State and who is acting within the scope of his/her license
- A doctor of optometry authorized to practice optometry by the State and who is acting within the scope of his/her license
- A doctor of chiropractic authorized to practice chiropractic by the State and who is acting within the scope of his/her license
- A doctor of dental surgery (dentist) authorized to practice dentistry by the State and who is acting within the scope of his/her license

CPSP Practitioner Defined

A Comprehensive Perinatal Services Program (CPSP) practitioner is defined in *Welfare and Institutions Code*, Section 14134.5, and *California Code of Regulations (CCR)*, Title 22, Section 51179.7.

RHC/FQHC Covered Services

RHCs and FQHCs may bill for the following:

- Physician services
- Physician assistant services
- Nurse practitioner services
- Certified nurse midwife services
- Visiting nurse services (as defined in *Code of Federal Regulations* [CFR], Title 42, Section 405.2416)
- Comprehensive Perinatal Services Program (CPSP) practitioner services, if the clinic has an approved application on file with the California Department of Public Health, Maternal, Child and Adolescent Health Division
- Licensed clinical social worker services
- Associate clinical social worker (ASW) services (when supervised by a licensed billable behavioral health practitioner)
- Marriage and family therapist services
- Associate marriage and family therapist (AMFT) services (when supervised by a licensed billable behavioral health practitioner)
- «Licensed Professional Clinical Counselors (LPCC)»
- Clinical psychologist services
- Optometry services
- «Chiropractic services (see Medi-Service limitation)
- Acupuncture services (see Medi-Service limitation)»
- Registered dental hygienist services

Dental Services Defined

«FQHCs and RHCs may render any dental service during a face-to-face encounter between a billable treating dental provider and an eligible patient that is within the scope of the treating provider's practice, complies with the Medi-Cal Dental Manual of Criteria and Schedule of Maximum Allowances

(https://www.dental.dhcs.ca.gov/Dental_Providers/Medi-Cal_Dental/MOC_SMA_Versions/), and determined to be medically necessary pursuant to *California Welfare and Institutions Code* (W&I code), Section 14059.5.» Each provider shall develop a treatment plan that optimizes preventative and therapeutic care and that is in the patient's best interest, taking into consideration their overall health status. All phases of the treatment plan shall be rendered in a safe, effective, equitable, patient-centered, timely, and efficient manner.

For dental services, documentation should be consistent with the standards set forth in the *Manual of Criteria for Medi-Cal Authorization* of the *Medi-Cal Dental Provider Handbook* and all state laws.

Authorization and Documentation Requirements

«RHC and FQHC services do not require a *Treatment Authorization Request* (TAR), but providers are required to maintain in the patient's medical record the same level of documentation that would be needed for authorization approval.»

Documentation for all RHC and FQHC encounters must be sufficiently detailed as to clearly indicate the medical reason for the visit.

Required documentation includes:

- A complete description of the medical services provided
- The full name professional title of the person providing the service
- The pertinent diagnosis(es) at the conclusion of the visit
- Any recommendations for diagnostic studies, follow up or treatments, including prescriptions

Note: The documentation must be kept in writing for a minimum of three years from the date of service.

DHCS A&I Division may recover payments that do not meet the requirements under CCR, Title 22, Section 51458.1 "Cause for Recovery for Provider Overpayments" and Section 51476, "Keeping and Availability of Records."

«CPSP Requirements

All RHCs and FQHCs are required to enroll with the California Department of Public Health (CDPH) to become fee-for-service CPSP providers. Refer to the CDPH enrollment website and Provider Handbook for additional information.

Note: FQHCs and RHCs shall adhere to requirements established by managed care plans related to pregnancy related services and/or CPSP like services provided to Medi-Cal managed care members. Billing requirements for FQHC/RHC providers may be different than those requirements under the *Pregnancy: Comprehensive Perinatal Services Program (CPSP)* section in the appropriate Part 2 manual for fee-for-service billing, due to the difference in payment methodology and FQHC/RHC Program requirements.>>

CPSP Services: TAR and Reporting Requirements

Claims for Comprehensive Perinatal Service Program (CPSP) services in excess of the basic allowances will not be denied for the absence of a TAR. RHCs and FQHCs, however, must maintain in the patient's medical record the same level of documentation that would be needed for authorization approval. DHCS A&I Division may recover payments that do not meet the requirements under CCR, Title 22, Section 51458.1 "Cause for Recovery for Provider Overpayments" and Section 51476, "Keeping and Availability of Records."

Required documentation includes:

- Expected date of delivery
- Clinical findings of the high-risk factors involved in the pregnancy
- Explanation of why basic CPSP services are not sufficient
- Description of the services being requested
- Length of visits and frequency with which the requested services are provided, and
- Anticipated benefit of outcome of additional services

RHC and FQHC: Medi-Services

Medi-Service limitations (two services per month) apply when rendered in an RHC or FQHC.

“Visit” Defined

A visit is a face-to-face encounter or an interaction using a telehealth modality (synchronous video, synchronous audio-only or asynchronous store and forward) between an RHC or FQHC recipient and a physician (refer to “Physician Defined” on a previous page in this section), physician assistant, nurse practitioner, certified nurse midwife, clinical psychologist, licensed clinical social worker, marriage and family therapist, licensed acupuncturist, registered dental hygienist or visiting nurse (as defined in *Code of Federal Regulations*, Title 42, Section 405.2416), hereafter referred to as a “health professional,” to the extent the services are reimbursable under the State Plan and the interactions meet the applicable standards of care.

A face-to-face encounter or an interaction using a telehealth modality with a Comprehensive Perinatal Services Program (CPSP) practitioner also qualifies as a visit. Refer to “CPSP Practitioner Defined” on a previous page in this section.

Qualifying Visits

Encounters with more than one health care professional and multiple encounters with the same health care professional that take place on the same day and at a single location constitute a single visit. More than one visit may be counted on the same day (which may be at a different location) in either of the following situations:

- When a patient, after the first visit, suffers illness or injury that requires another health diagnosis or treatment
- When a patient is seen by a health care professional or CPSP practitioner and also receives dental services on the same day

Note: «Federally Qualified Health Centers/Rural Health Clinics (Provider Type 035) in the counties of Sacramento and Los Angeles will be able to bill for differential payments for one medical and one dental visit for the same recipient on the same day of service.»

Clinic visits at which the patient receives services “incident to” physician services (for example, a laboratory or X-ray appointment) do not qualify as reimbursable visits.

Community-Based Adult Services (CBAS)

Community-Based Adult Services (CBAS) are not FQHC and/or RHC services; however, CBAS is a Medi-Cal waiver benefit which may be provided by an FQHC and/or an RHC and compensated at the appropriate CBAS rate. CBAS offers a package of health, therapeutic and social services in a community-based day health care program. The CBAS benefit is described in the *Community-Based Adult Services* section of this manual. The CBAS reimbursement rate is described in the *Community-Based Adult Services (CBAS): Billing Codes and Reimbursement Rates* section of this manual.

For a reimbursable CBAS visit, FQHCs and RHCs must render CBAS pursuant to the requirements in the *Community Based Adult Services (CBAS)* section of this manual for a minimum of four hours per billable day.

- For billing codes to be used by FQHCs and RHCs providing CBAS, refer to the *Rural Health Clinics (RHCs) and Federally Qualified Health Centers (FQHCs): Billing Codes* section in this manual.
- Beneficiary eligibility for CBAS provided by an FQHC or RHC shall be determined in the same manner as in the *Community-Based Adult Services (CBAS)* section of this manual except that the FQHC or RHC providing CBAS need not submit a TAR for approval. FQHCs and RHCs providing CBAS must meet the same record-keeping requirements as all other CBAS providers as described in the *Community-Based Adult Services* section of this manual, in addition to record keeping requirements for FQHCs and RHCs as described in *Community-Based Adult Services (CBAS): IPC and TAR Form Completion* section of this manual.

- FQHCs and RHCs providing CBAS must submit an Individual Plan of Care as described in *Community-Based Adult Services (CBAS): IPC and TAR Form Completion* section of this manual for each participant upon initial intake for approval of CBAS eligibility and CBAS service level by DHCS or a managed care plan that contracts with the FQHC or RHC for the provision of CBAS. FQHCs and RHCs shall accompany the IPC with a request that DHCS or contracting managed care plan schedule a face-to-face assessment of new CBAS participants for a determination of CBAS eligibility and CBAS service level need by DHCS or the contracting managed care plan. Additionally, the FQHCs and RHCs shall submit an updated IPC every six months for CBAS enrollees to DHCS or the contracting managed care plan.
- FQHCs and RHCs shall insert the Client Identification Number (CIN) in place of the TAR Control Number (TCN) in the top line of the IPC to be submitted to DHCS or contracting managed care plan.

Note: For more information on the new requirements, refer to the requirements in the settlement agreement in the Darling, et al. v. Douglas, et al. litigation, C09-03798 SBA, on the Community-Based Adult Services page of the DHCS website (www.dhcs.ca.gov) under the “ADHC Transition Information” heading.

«Billing Medi-Cal or Dental Services for Managed Care Plan Members

RHCs and FQHCs must bill the appropriate Managed Care Plan (MCP) when rendering services to MCP members. The California MMIS Fiscal Intermediary does not accept these claims unless the billed services are contractually excluded from the plan or are attached to an approved Alternative Payment Method. Providers should contact the plan for plan-specific prior authorization and billing requirement information.>>

«Services for Out of Network Members Enrolled in a Managed Care Plan

If a Medi-Cal patient not assigned to a clinic presents themselves to the clinic for treatment and the clinic finds the patient is enrolled in a Medi-Cal Managed Care Plan, or the patient is enrolled in a Medi-Cal Dental managed care plan*, the clinic can render emergency or isolated service and submit a claim to Medi-Cal. However, the RHC and FQHC facility is required to redirect the unassigned patient to their “in-network” managed care provider and document this referral in the patient’s medical/dental records.» While Medi-Cal beneficiaries enrolled in both Medi-Cal and Medi-Cal Dental managed care plans are required to be treated by in-network providers, except in emergencies or other isolated instances, RHC and FQHC facilities that provide services in these circumstances must maintain proof of payment or denial from the managed care plan.

Refer to the *Rural Health Clinics (RHCs) and Federally Qualified Health Centers (FQHCs): Billing Codes* section in this manual for codes to use when billing for services rendered to recipients of Medi-Cal and Medi-Cal Dental managed care plans.

Riverbend Government Benefits Administrator

The Riverbend Government Benefits Administrator (RGBA) is the Part A Medicare Intermediary for free-standing RHCs. Questions may be directed to RGBA at (423) 763-3400 or (423) 752-6518 (fax). Correspondence may be sent to:

Riverbend Government Benefits Administrator
Medicare
730 Chestnut Street
Chattanooga, TN 37402-1790

Reimbursement

Effective January 1, 2001, Federal legislation repealed the reasonable cost-based reimbursement requirements for services to Medicaid RHC and FQHC patients and is now requiring a payment for these services under a Prospective Payment System (PPS).

Los Angeles Demonstration Waiver Project

Cost-based reimbursement clinics that are participating in the Section 1115 Medicaid Waiver Demonstration Extension project are not affected by PPS rate determinations.

IHS-MOA 638 Clinics

Indian Health Services (IHS), Memorandum of Agreement (MOA) 638, clinics that are participating under the IHS-MOA are not affected by PPS rate determination. Refer to the *Indian Health Services (IHS), Memorandum of Agreement (MOA) 638, Clinics* section in this manual for billing details.

Crossover Claims

In the past, RHC and FQHC crossover claims were reimbursed at a rate of 20 percent of the provider's interim rate. Reimbursement adjustments, due either to the provider or DHCS, were determined through cost reports submitted by providers to the A&I Division staff at the end of the provider's fiscal year.

Under PPS, RHCs and FQHCs are not required to file cost reports. Therefore, to ensure full reimbursement for crossover claims, A&I Division will set the reimbursement rate for crossover claim codes at an amount that equals the difference between the Federal Medicare payments and the provider's PPS rate. This can only be accomplished if the provider is an RHC or FQHC for Federal Medicare as well as for DHCS Medi-Cal. Providers electing to remain fee-for-service for Federal straight Medicare will not receive their PPS rate for crossover claims.

Teaching Health Center Graduate Medical Education (THCGME)

FQHC and RHC THCGME programs sponsored by Health Resources and Services Administration (HRSA) or state sponsored THCGME programs (Primary Care Residency Programs) may seek reimbursement for primary care services furnished by a medical resident when billed by a teaching physician, if all of the following conditions are met:

- THCGME programs must have an existing GME accreditation from the Accreditation Council for Graduate Medical Education (ACGME).
- Types of services furnished by residents include:
 - Primary care services
 - Acute care for undifferentiated problems or chronic care for ongoing conditions, including chronic mental illness
 - Coordination of care furnished by other physicians and providers
 - Comprehensive care not limited by organ system or diagnosis
- The teaching physician must have the primary medical responsibility for patients cared for by residents, and ensure the care provided is reasonable and necessary.
- The teaching physician must not supervise more than four residents at any given time.
- Residents with less than six months experience in a THCGME program must have the teaching physician physically present for critical or key portions of services.
- Teaching physicians must review the patient health record and document the teaching physician's participation in direction of services.

ASW and AMFT Services

FQHCs and RHCs may seek reimbursement for ASW or AMFT services under the following conditions:

- The ASW and AMFT requires supervision by a licensed marriage and family therapist, licensed clinical social worker, licensed psychologist, or a licensed physician and surgeon certified in psychiatry by the American Board of Psychiatry and Neurology.
- The licensed practitioner must also comply with supervision requirements established by the California Board of Behavioral Sciences (BBS).
- Services are billed under the National Provider Identification (NPI) of the licensed billable behavioral practitioner supervising the ASW or AMFT.
- These services are billed utilizing existing claiming processes that includes billing managed care plans first, followed by billing DHCS for the rate wrap payment, if applicable.

End of Life Services

Refer to the *End of Life Option Act Services* section of the appropriate Part 2 manual for additional information.

Telehealth

Overview

Policy related to telehealth is established pursuant to Assembly Bill 415 (Logue, Chapter 547, Statutes of 2011), known as the Telehealth Advancement Act of 2011 Welfare and Institutions Code 14132.100. Providers should refer to the *Medicine: Telehealth* section in the appropriate Part 2 manual for additional information.

Definitions

For purposes of this policy, the following definitions shall apply:

Telehealth and Other Terms

For definitions of “telehealth,” “audio-only,” “asynchronous store and forward,” “synchronous interaction,” “distant site” and “originating site,” providers may refer to the *Medicine: Telehealth* section in the appropriate Part 2 manual.

Visit

Providers should refer to “‘Visit’ Defined” in this manual section.

Note: Telehealth services must meet all billing requirements that would have applied if the applicable services were delivered via a face-to-face encounter with a billable provider and meet the applicable standard of care.

An FQHC patient who receives telehealth services shall otherwise be eligible to receive in-person services from that FQHC pursuant to Health Resources Services Administration requirements.

Billable Provider

Providers may refer to “RHC/FQHC Covered Services” in this manual section.

New Patient

FQHCs and RHCs are not precluded from establishing a new patient relationship through a synchronous video interaction or asynchronous store and forward if all the following conditions are met:

- The patient is physically present at an originating site that is a licensed or intermittent site of the FQHC or RHC at the time the service is performed.
- The individual who creates the patient records at the originating site is an employee or contractor of the FQHC or RHC, or other person lawfully authorized by the FQHC or RHC to create a patient record.
- The FQHC or RHC determines that the billing provider is able to meet the applicable standard of care.
- An FQHC or RHC patient who receives telehealth services shall otherwise be eligible to receive in-person services.

Established Patient

A Medi-Cal eligible recipient who meets one or more of the following conditions:

- The patient has a health record with the FQHC or RHC that was created or updated during a visit that occurred in the clinic or during a synchronous telehealth visit in a patient's residence or home with a clinic provider and a billable provider at the clinic. The patient's health record must have been created or updated within the previous three years.
- The patient is homeless, homebound or a migratory or seasonal worker (HHMS) and has an established health record that was created from a visit occurring within the last three years that was provided outside the originating site clinic, but within the FQHC's or RHC's service area. All consent for telehealth services for these patients must be documented.
- The patient is assigned to the FQHC or RHC by their managed care plan (MCP) pursuant to a written agreement between the plan and the FQHC or RHC.

Originating Site and Transmission Fee

FQHCs and RHCs are not eligible to bill an originating site fee or transmission charges. The costs of these services should be included in the PPS/AIR rate, as applicable.

Documentation Requirements

Providers should refer to the *Medicine: Telehealth* section in the appropriate Part 2 manual.

Documentation of telehealth visits follows the same documentation practices in place for in-person visits. The billable provider must satisfy all of the procedural and technical components of the Medi-Cal covered service or benefit being provided, except for the face-to-face component, which would include, but not be limited to:

- A detailed patient history
- A complete description of what Medi-Cal covered benefit or service was provided
- An assessment/examination of the following:
 - issues being raised by the patient,
 - medical decision-making by the health care practitioner of low, moderate, or high complexity, as applicable, which should include items such as pertinent diagnosis(es) at the conclusion of the visit, and
 - any recommendations for diagnostic studies, follow-up, or treatments, including prescriptions.

Documentation for any type of non-face to face service should also include the method of telehealth, provider and patient locations, clinical participants, and patient consent.

Consent

Providers should refer to the *Medicine: Telehealth* section in the appropriate Part 2 manual.

«Patient Choice of Telehealth Modality

Medi-Cal providers can offer a variety of telehealth modalities for covered Medi-Cal services to the extent that the service can be appropriately rendered via the allowable telehealth modalities.

Providers shall refer to the DHCS Patient Choice of Telehealth policy in the *Medicine: Telehealth* section in the appropriate Part 2 manual.

Exception to Telehealth Modalities Provider Requirement

Since broadband is necessary to ensure quality and effective communication between

Medi-Cal providers and recipients, Medi-Cal providers are exempt from the requirement to offer both telehealth modalities if the Medi-Cal providers does not have access to broadband.

Providers shall refer to the DHCS Exception to Telehealth Modalities Provider Requirement policy in the *Medicine: Telehealth* section in the appropriate Part 2 manual.

Right to In-person Services

Medi-Cal providers furnishing services to Medi-Cal recipients through telehealth modalities must also either offer services in-person or have a documented process in place to link Medi-Cal recipients to in-person care within a reasonable time if in-person services are unavailable from the provider.

Providers shall refer to the DHCS Right to In-Person Services policy in the *Medicine: Telehealth* section in the appropriate Part 2 manual.»

Covered Services

Services rendered via telehealth must be FQHC or RHC covered services.

Non-Covered Services

An e-consult, e-visit, or remote patient monitoring is not a reimbursable telehealth service for FQHCs or RHCs.

Providers should also refer to “Examples of Services Not Appropriate for Telehealth” in the *Medicine: Telehealth* section in the appropriate Part 2 manual.

Synchronous Telehealth Reimbursement Requirements

Synchronous interaction means a real-time audio-visual, two-way interaction between a new or established patient and an FQHC or RHC billable provider at a distant site.

Medi-Cal benefits or services being provided are clinically appropriate and meet the procedural and billing requirements that would have applied if the applicable services were delivered via a face-to-face encounter.

An FQHC patient who receives telehealth services shall otherwise be eligible to receive in-person services from the FQHC pursuant to the federal Health Resources Services Administration requirements.

A patient may be “established” via synchronous interaction if all of the conditions of the “New Patient” requirements in this manual section are met.

Asynchronous Store and Forward Reimbursement Requirements

Asynchronous store and forward means the transmission of a patient’s medical information from an originating site to the billable provider at a distant site.

Medi-Cal benefits or services being provided are clinically appropriate and meet the procedural and billing requirements that would have applied if the applicable services were delivered via a face-to-face encounter.

A patient may be “established” on an asynchronous store and forward service, if all of the conditions of the “New Patient” requirements in this manual section are met.

Note: Providers should note “Non-Covered Services” in this manual section.

Audio Only Reimbursement Requirements

An audio-only synchronous interaction is eligible for reimbursement if provided by a billable provider and FQHC or RHC patient.

Medi-Cal benefits or services being provided are clinically appropriate and meet the procedural and billing requirements that would have applied if the applicable services were delivered via a face-to-face encounter.

A patient may not be “established” using an audio-only synchronous interaction unless the visit is related to a “sensitive service”, as defined in the California Civil Code, section 56.05, subdivision (n), or if the patient requests “audio only” or does not have access to video.

Additional Billing and Reimbursement Policy

Services provided through telehealth are subject to the same program restrictions, limitations, and coverage that exist when the service is provided in-person.

Telehealth services are billed utilizing existing claiming processes that include billing the appropriate managed care plan first. If applicable, once the managed care plan payment is received, submit the claim to the Medi-Cal Fiscal Intermediary for the Prospective Payment System (PPS) rate wrap.

Only one visit or store and forward service may be billed at the PPS rate when there is a service payment contract with a non-FQHC/RHC, contractor, or another FQHC or RHC. Conversely, the non-FQHC/RHC or contractor may request fee-for-service reimbursement for a visit or store and forward service directly from the appropriate managed care plan or the Medi-Cal Fiscal Intermediary if no service payment contract exists with the FQHC or RHC.

FQHCs and RHCs must use the appropriate telehealth modifier when billing for the covered service.

Note: RHCs and FQHCs cannot use billing codes G2010 and G2017, which are for Fee-For-Service (FFS) providers. Likewise, effective the end of the COVID-19 public health emergency, code G0071 may not be billed to Medi-Cal.

For more information on appropriate modifiers, providers should refer to the *Rural Health Clinics (RHCs) and Federally Qualified Health Centers (FQHCs): Billing Codes* manual section and “Billing Requirements” in the *Medicine: Telehealth* manual section in the appropriate Part 2 manual.

Providers should also refer to “Reimbursable Telehealth Services”, and “Examples of Services Not Appropriate for Telehealth” in the *Medicine: Telehealth* manual section in the appropriate Part 2 manual, as well as the telehealth billing scenarios in this section of the manual and *Rural Health Clinics (RHCs) and Federally Qualified Health Centers (FQHCs): Billing Codes* manual section.

Location of Provider or Patient

The billable provider, employed or under direct contract with an FQHC or RHC can respond from any location, including their home, during a time that they are scheduled to work for the FQHC or RHC.

For the purposes of payment for covered treatment or services provided through telehealth, the department shall not limit the type of setting where services are provided for the patient or by the health care provider.

Synchronous Telehealth

Originating Site Location of Patient	Distant Site Location of Telehealth Provider	Billing and Reimbursement Policy
FQHC/RHC Corporation (Corp) A – Site 1 <i>New or established patient with non-billable provider</i>	FQHC/RHC Corp A – Site 2 <i>Billable provider</i>	FQHC/RHC Corp A – Site 2 can bill one visit at the PPS rate.
FQHC/RHC Corp A – Site 1 <i>New or established patient with billable provider</i>	FQHC/RHC Corp A – Site 2 <i>Billable provider</i>	Only one site can bill one visit at the PPS rate.
FQHC/RHC Corp A <i>New or established patient with non-billable provider</i>	FQHC/RHC Corp B <i>Billable provider</i>	FQHC/RHC Corp B can bill one visit at the PPS rate. No PPS rate reimbursement is permitted for FQHC/RHC Corp A.
FQHC/RHC Corp A <i>New or established patient with billable provider</i>	FQHC/RHC Corp B <i>Billable provider</i>	FQHC/RHC Corp A can bill one visit at the PPS rate if it is medically necessary for a billable provider to be present. FQHC/RHC Corp B can bill one visit at the PPS rate.
FQHC/RHC Corp A <i>New or established patient with non-billable provider</i>	Non-FQHC/RHC Medi-Cal Provider <i>Billable provider (no service payment contract)</i>	The provider at the non-FQHC/RHC can bill the MCP or fee-for-service directly if no service payment contract exists between FQHC/RHC Corp A and the non-FQHC/RHC billable provider. No PPS rate reimbursement is permitted for FQHC/RHC Corp A.

Synchronous Telehealth (continued)

Originating Site Location of Patient	Distant Site Location of Telehealth Provider	Billing and Reimbursement Policy
<p>FQHC/RHC Corp A <i>New or established patient with billable provider</i></p>	<p>Non-FQHC/RHC Medi-Cal Provider <i>Billable provider (no service payment contract)</i></p>	<p>FQHC/RHC Corp A can bill one visit at the PPS rate if it is medically necessary for a billable provider to be present.</p> <p>The provider at the non-FQHC/RHC can bill the MCP or fee-for-service directly if no service payment contract exists between FQHC/RHC Corp A and the non-FQHC/RHC billable provider.</p>
<p>Non-FQHC/RHC Medi-Cal Provider <i>New or established patient with non-billable provider</i></p>	<p>FQHC/RHC Corp A <i>Billable provider</i></p>	<p>FQHC/RHC Corp A can bill one visit at the PPS rate.</p> <p>No PPS rate reimbursement is permitted for the non-FQHC/RHC.</p>
<p>Non-FQHC/RHC Medi-Cal Provider <i>New or established patient with billable provider (no service payment contract)</i></p>	<p>FQHC/RHC Corp A <i>Billable provider</i></p>	<p>The non-FQHC/RHC can bill the MCP or fee-for-service directly if no service payment contract exists between FQHC/RHC Corp A and the non-FQHC/RHC billable provider.</p> <p>FQHC/RHC Corp A can bill one visit at the PPS rate.</p>

Asynchronous Store and Forward Telehealth

Originating Site Location of Patient	Distant Site Location of Telehealth Provider	Billing and Reimbursement Policy
FQHC/RHC Corp A – Site 1 <i>New or established patient with non-billable provider</i>	FQHC/RHC Corp A – Site 2 <i>Billable provider</i>	FQHC/RHC Corp A – Site 2 can bill one visit at PPS rate.
FQHC/RHC Corp A – Site 1 <i>New or established patient with billable provider</i>	FQHC/RHC Corp A – Site 2 <i>Billable provider</i>	Only one site can bill one visit at the PPS rate.
FQHC/RHC Corp A – Site 1 <i>New or established patient with non-billable provider</i>	FQHC/RHC Corp B <i>Billable provider</i>	FQHC/RHC Corp B can bill one visit at the PPS rate. No PPS rate reimbursement is permitted for FQHC/RHC Corp A.
FQHC/RHC Corp A <i>New or established patient with billable provider</i>	FQHC/RHC Corp B <i>Billable provider (with or without service payment contract)</i>	Only one site can bill one visit at the PPS rate.
FQHC/RHC Corp A <i>New or established patient with non-billable provider</i>	Non-FQHC/RHC Medi-Cal Provider <i>Billable provider (no service payment contract)</i>	The provider at the non-FQHC/RHC can bill the MCP or fee-for-service directly if no service payment contract exists between FQHC/RHC Corp A and the non-FQHC/RHC billable provider. No PPS rate reimbursement is permitted for FQHC/RHC Corp A.
FQHC/RHC Corp A <i>New or established patient with non-billable provider</i>	Non-FQHC/RHC Medi-Cal Provider <i>Billable provider (with service payment contract)</i>	FQHC/RHC Corp A can bill PPS rate on behalf of the non-FQHC/RHC Medi-Cal provider since the distant site’s billable provider has a payment contract. Note: The non-FQHC/RHC provider cannot bill the MCP or fee-for-service directly.

Asynchronous Store and Forward Telehealth (continued)

Originating Site Location of Patient	Distant Site Location of Telehealth Provider	Billing and Reimbursement Policy
<p>FQHC/RHC Corp A <i>New or established patient with billable provider</i></p>	<p>Non-FQHC/RHC Medi-Cal Provider <i>Billable provider (no service payment contract)</i></p>	<p>FQHC/RHC Corp A can bill one visit at the PPS rate if it is medically necessary for a billable provider to be present.</p> <p>The provider at the non-FQHC/RHC can bill the MCP or fee-for-service directly if no service payment contract exists between FQHC/RHC Corp A and the non-FQHC/RHC billable provider.</p>
<p>Non-FQHC/RHC Medi-Cal Provider <i>New or established patient with non-billable provider</i></p>	<p>FQHC/RHC Corp A <i>Billable provider (service payment contract)</i></p>	<p>FQHC/RHC Corp A can bill one visit at the PPS rate.</p> <p>No PPS rate reimbursement is permitted for the non-FQHC/RHC.</p>
<p>Non-FQHC/RHC Medi-Cal Provider <i>New or established patient with billable provider (no service payment contract)</i></p>	<p>FQHC/RHC Corp A <i>Billable provider</i></p>	<p>The non-FQHC/RHC can bill the MCP or fee-for-service directly if a Medi-Cal covered service is performed and if no service payment contract exists between FQHC/RHC Corp A and the non-FQHC/RHC billable provider.</p> <p>FQHC/RHC Corp A can bill one visit at the PPS rate.</p>

Legend

Symbols used in the document above are explained in the following table.

Symbol	Description
«	This is a change mark symbol. It is used to indicate where on the page the most recent change begins.
»	This is a change mark symbol. It is used to indicate where on the page the most recent change ends.
*	If the patient is not enrolled in a Medi-Cal Dental managed care plan, a straight Medi-Cal dental visit may be billed, per visit code 03.