

**GP SERVICES COMMITTEE**  
**Conferencing and Telephone Management**  
**INCENTIVES**

**Revised**  
**January 2018**



## **Conference & Telephone Fees (G14077, G14018, G14019, G14021, G14022, G14023, G14076 & G14078)**

The following incentive payments are available to B.C.'s eligible family physicians. The purpose of the incentive payments is to improve patient care. GPSC retains the right to modify or change fees.

### **SECTION A.**

## **Conferencing with Allied Care Professionals**

Full Service Family Physicians who have submitted G14070/71, are supported for conferencing with allied care professionals (including specialists and GPs with specialty training) through the billing of G14077, GP Allied Care Provider Conference Fee. G14077 is also available to those family physicians who are members of a GP Maternity Network or a GP Unassigned Inpatient Network and who provide care to patients who are not attached to them in the community, but who may be cared for in a shared care manner with the patient's community Family Physician. ***Effective January 1, 2018, the original conferencing codes G14015, G14016 & G14017 have been deleted, as they have been replaced by G14077 for eligible family physicians.***

G14077 is payable at a rate of \$40 per 15 minutes or greater portion thereof. It is billable in addition to payment for a medically required visit if the conferencing requirements are done on the same day provided the visit occurs before or after the conference.

For the purposes of all GPSC incentives, when referring to Allied Care Providers, GPSC includes trained professionals with a scope of practice that allows the provision of medical and medically related services to patients. Examples include but are not limited to: Physicians; Nurses; Nurse Practitioners; Mental Health Workers; Psychologists; Clinical Counsellors; School Counsellors; Social Workers; Registered Dieticians; Physiotherapists; Occupational Therapists; and Pharmacists etc.

For the purpose of its incentives, GPSC defines Patient's Medical Representative as outlined in the "Health Care (Consent) and Care Facility (Admission) Act"

Representative means a person authorized by a representation agreement to make or help in making decisions on behalf of another and includes an alternate representative.

Temporary Substitute decision makers (Alternate Representative) in listed order, of the following who is available and qualifies under subsection 16(2):

- (a) the adult's spouse
- (b) the adult's child
- (c) the adult's parent
- (d) the adult's brother or sister
  - (d.1) the adult's grandparent
  - (d.2) the adult's grandchild
- (e) anyone else related by birth or adoption to the adult
- (f) a close friend of the adult
- (g) a person immediately related to the adult by marriage

For the purpose of its incentives when referring to assisted living, GPSC utilizes the ministry definition as found at:

<http://www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/care-options-and-cost/assisted-living>

For the purpose of its incentives, GPSC considers patients living in group homes to be living in community.

***G14018 Urgent Telephone Advice from a Specialist or GP with Specialty Training*** is available to all Full Service Family Physicians outside the G14070/71 portal and does not have a minimum time requirement.

It is to be used for brief urgent telephone calls (response within 2 hours) needed to keep a patient safe in their current location.. G14018 does not have any patient diagnostic requirements.

**G14019 GP Advice to a Nurse Practitioner – Telephone or In Person** is to be used when a Nurse Practitioner (NP) in independent practice (ie. Not employed as staff in a FP practice) has contacted a GP for advice regarding patients for whom the NP has accepted the responsibility of being the Most Responsible Provider for that patient’s community care. This is not for conferencing with an NP about patients who are attached to the FP. It is outside the G14070/71 portal and does not have a minimum time requirement. This can be used to support those NPs who become the MRP for patients involved in a multidisciplinary team model providing care for specific populations who would otherwise be hard to integrate into a standard family practice.

## **GPSC Conference/Advice Incentives G14077, G14018, G14019**

### **Eligibility**

These incentive payments to improve patient care and continuity are available to:

- All general practitioners who have a valid BC Medical Service Plan practitioner number (registered specialty 00). Practitioners who have billed any specialty fee in the previous 12 months are not eligible; and
- Whose majority professional activity is in **full service family practice**; and
- Is considered the most responsible FP for that patient at the time of service.

GPSC defines “Full Service Family Physician” as the FP who has a ***longitudinal ongoing relationship with his/her patients and has committed to the provision of the broad spectrum of services and the overall responsibility of the coordination of the care needs for these patients.*** It is not about any specific set of services being provided by a specific individual, however, if the FP does not provide a particular service needed at any given time (eg. Obstetrics) the FSFP will coordinate the referral to a colleague who is able to provide that service in a shared care with the patient’s family physician.

If you are billing for a medically necessary visit as well as the care conference, submit the visit fee for the same date but do not put in a time if it is a weekday daytime visit. If using an out-of-office hour’s visit fee code, make sure the time is either before or after the conferencing fee, not the same time. Details of Care Conference must be documented in the patients chart (in office or facility as appropriate).

***G14077 is payable at the same rate of \$40.00 per 15 min or greater portion thereof to a maximum of 2 units per calendar day and 18 units per calendar year per patient across all locations. Time spent must be noted in patient chart located in office or facility as appropriate. The claims must state start and end times of the conferencing service.***

***For G14077, use the diagnostic code for the patient’s most significant condition that caused the need for the conference to occur.***

### **Restrictions**

These payments are not available to physicians who are employed by or who are under contract to a facility or health authority ***who would otherwise have attended the conference as a requirement of their employment.*** They are also not available to physicians who are working under salary, service contract or sessional arrangements ***who would otherwise have attended the conference as a requirement of their employment.***

For the purposes of its incentives, when referring to physicians on APP, the GPSC is referring to physicians who are working under MoH or Health Authority paid APP contracts. Local group decisions to pool FFS billings and pay out in a mutually agreeable way (eg. per day, per shift, per hour, etc) are not considered APP by GPSC. If the services that are supported through the GPSC incentives are already included within the time for which a physician is paid under the contract, then it is not appropriate to also bill for the GPSC incentives.

# 1. GP Allied Care Provider Conference Fee

**Available for Family Physicians who have submitted G14070/71 or who are registered as part of a Maternity or Unassigned Inpatient Network.**

**G14077 GP Allied Care Provider Conference Fee** – per 15 minutes or greater portion thereof **\$40.00**

**Notes:**

- i. *Payable only to Family Physicians who have successfully:*
  - a. *Submitted G14070 or on behalf of Locum Family Physicians who have successfully submitted G14071 on the same or a prior date in the same calendar year; or*
  - b. *Registered in a Maternity Network or GP Unassigned In-patient network on a prior date.*
- ii. *Payable only to the Family Physician who has accepted the responsibility of being the Most Responsible Physician for that patient's care.*
- iii. *Payable for two-way collaborative conferencing, either by telephone, videoconferencing or in person, between the family physician and at least one other allied care provider(s). Conferencing cannot be delegated. Details of Care Conference must be documented in the patient's chart (in office or facility as appropriate), including particulars of participant(s) involved in conference, role(s) in care, and information on clinical discussion and decisions made.*
- iv. *Conference to include the clinical and social circumstances relevant to the delivery of care.*
- v. *Not payable for situations where the purpose of the call is to:*
  - a. *book an appointment*
  - b. *arrange for an expedited consultation or procedure*
  - c. *arrange for laboratory or diagnostic investigations*
  - d. *convey the results of diagnostic investigations;*
  - e. *arrange a hospital bed for a patient*
- vi. *If multiple patients are discussed, the billings shall be for consecutive, non-overlapping time periods.*
- vii. *Payable in addition to any visit fee on the same day if medically required and does not take place concurrently with the patient conference. (i.e. Visit is separate from conference time).*
- viii. *Payable to a maximum of 18 units (270 minutes) per calendar year per patient with a maximum of 2 units (30 minutes) per patient on any single day.*
- ix. *Start and end times must be included with the claim and documented in the patient chart.*
- x. *Not payable for communications which occur as a part of the performance of routine rounds on the patient if located in a facility.*
- xi. *Not payable for simple advice to a non-physician allied care provider about a patient in a facility.*
- xii. *Not payable in addition to G14018.*
- xiii. *Not payable to physicians who are employed by or who are under contract to a facility or health authority who would otherwise have participated in the conference as a requirement of their employment.*
- xiv. *Not payable to physicians who are working under salary, service contract or sessional arrangements who would otherwise have participated in the conference as a requirement of their employment.*

## **FREQUENTLY ASKED QUESTIONS about G14077 GP-Allied Care Provider Conference Fee**

### **1.1. When is it appropriate to submit the G14077 GP Allied Care Provider Conference Fee?**

G14077 is billable by physicians who have submitted G14070/71 or who are members of a GP Maternity or a GP Unassigned Inpatient Network. G14077, with a total of 18 units per calendar year and 2 units per calendar day has significant flexibility in when, where and how they can be accessed:

- Can be used when the patient is located in the community, acute care, sub-acute care, assisted living, long-term or intermediate care facilities, detox units, mental health units, etc. etc.
- Can be provided/requested at any stage of admission to a facility from ER through stay to discharge)
- Need to conference with at least 1 Allied Care Provider (including physicians) regardless of location.
- Can be done in person or by telephone.
- Can be initiated by either the FP or the Allied Care Provider.

**1.2. Is G14077 billable for patients in acute care? Is the phrase “not billable for simple advice given to a health care professional about a Patient in a facility” only intended to cover that specific instance and a case of a call for other than simple advice (for example) is billable even if the patient is in a facility?**

FPs who have submitted G14070/71 may bill G14077 for conferences that occur for any patient in their practice as there are no diagnostic requirements with the G14077 and no patient location restriction for G14077. Patients may be in the community or in a facility (any facility including acute care and even in ER). The time requirements of per 15 minutes or greater portion thereof, to a maximum of 2 units per calendar day and 18 units per calendar year, requires start and end time to be documented in the patient chart and fee submission.

Simple/brief advice to a non-physician allied care provider is covered using 13005 for patients in community “care” (eg. home health, palliative care, and public health services provided in the home) **or any facility except acute care.**

**1.3. What “Allied Care Providers” are included in order to bill G14077?**

G14077 is intended as compensation when the eligible FP undertakes a conference with any allied care provider. The FP component of conferencing cannot be delegated to a non-physician.

For the purposes of all GPSC incentives, when referring to Allied Care Providers, GPSC includes trained professionals with a scope of practice that allows the provision of medical and medically related services to patients. Examples include but are not limited to: Physicians; Nurses; Nurse Practitioners; Mental Health Workers; Psychologists; Clinical Counsellors; School Counsellors; Social Workers; Registered Dietitians; Physiotherapists; Occupational Therapists; and Pharmacists etc. This excludes Medical Office Assistants as they do not have a clinical scope of practice.

**1.4. Can G14077 be billed when a family physician conferences with Allied Care Providers working within a practice, either employed by the physicians or employed by a Health Authority (or other agency) and embedded within the practice?**

*Conversations for brief advice or update about a patient, between GP and an allied care provider that is located in the GP practice, are part of the normal medical office work flow and would not be eligible for G14077 as this does not meet the criteria. True case conferences that meet the requirements of G14077, whether scheduled or occurring due to an important change in patient status are not part of normal daily work flow, and would be eligible for G14077, regardless who the employer of the allied care provider is. This is similar to the hospital or long term care based patients, where G14077 is not billable for conversations with allied care providers when on routine rounds but is billable for care conferences, discharge planning conferences, medication reviews (not when only for prescription renewals), etc.*

**1.5. If a hospital has a multidisciplinary team potentially that meets to discuss the needs of inpatients with respect to issues such as placement, nutritional support, physio or rehab, and the condition of the patient determines that there is the necessity of a physician meeting with the group, will this team meeting be eligible for billing G14077?**

Yes, FP conferencing with this group of Allied Care Providers (either in person or by teleconference) would qualify for the use of G14077 regardless of the underlying patient medical condition that requires the conference to occur. There is a limit of 2 units (30 minutes) per calendar day per patient, and with the 18 units per calendar year, there is increased flexibility for using this fee across locations/scenarios of conferencing. Conversations that are part of the normal clinical hospital rounds would not be eligible for G14077 as this does not meet the criteria or intent of the conferencing fees.

**1.6. Are locums able to access the G14077?**

Yes. Locum physicians are eligible to submit G14077 for conferencing with allied care providers when covering a host FP who has submitted G14070, provided G14071 has been submitted for the locum on the same day or earlier in the same calendar year. The number of units available are patient specific (18 per calendar year), not provider specific (host vs. locum FP).

**1.7. In a multi-doctor clinic, is G14077 billable for conferencing services provided by one of the clinic FPs covering for a patient's FP when their own FP is not available (eg. Holiday or out of hours coverage)?**

If all FPs in the clinic group have submitted G14070 and the patient in question is attached to one of them, then conferencing is appropriate. If the covering FP is conferencing for a patient that does not belong to the group (ie. either another non-group FP or patient is unattached), then none of the conferencing fees would be appropriate, as these are restricted to the FP who provides the community MRP care for the patient on an ongoing longitudinal basis. When covering for a colleague in the absence of a locum, these patients may be booked or may be a walk-in/fit-in on any given day. Some of these conferences could occur on the weekend or in the evenings by the FP "on-call" for the group.

The important point is about the underlying relationship with the FP and the fact that in multi-doctor clinics, while the majority of the care is provided by the FP the patient is attached to, there are situations where the other FPs must cover not only out of office hours but also during office time. How each group of family physicians arranges this coverage is variable. It is not about where in the clinic the patient is care for. It's about the status of patient-FP relationship and whether or not the treating physician has submitted code G14070 or G14071 in the case of a locum at the clinic.

**1.8. Am I eligible to bill G14077 in addition to receiving the Complex Care Planning and Management payment(s)?**

Yes. If the physician needs to conference with allied care providers about the care plan and any changes, then the conferencing is eligible for G14077 in addition to the Complex Care Planning and Management fees (G14033, G14075), provided that the all criteria for the Conferencing fee are met. The time spent conferencing with allied care providers does not count toward the total time billed complex care fees (and vice versa).

**1.9 Can FPs who are in "Focused Practice" Obstetrics access G14077?**

Those family physicians who provide care through a GP Maternity Network or a GP Unassigned Inpatient Network to patients who are not attached to them in the community are eligible to access G14077 for conferencing with allied care providers about these patients.

**1.10. If I am part of a maternity network or unassigned in-patient network and I see a complex patient for whom I need to conference with their family physician, are we both able to bill for this conference?**

Yes, each of the FP in a maternity or unassigned network and the patient's family physician who has submitted G14070 in the same calendar year, may bill 1 unit of G14077 for this conference. If the patient's FP has not submitted G14070 in the same calendar year, then there is nothing (s)he can bill, while the FP in a maternity or unassigned network may submit up to 2 units of G14077 if the time requirements are met.

**1.11. Do FPs participating in a Residential Care Network but who do not have a separate community practice qualify to submit G14070 and access the additional codes available through the GPSC portal?**

Yes, FPs who do not have a community practice but who are participating in a Residential Care Network are considered to have a community "practice" in the residential care site. As such, they are eligible to submit G14070 in order to access codes G14076 GP Patient Telephone Management, G14077 FP Allied Care Provider Conferencing & G14078 GP Email/Text/Telephone Medical Advice Relay, for the patients for whom they are MRP (or covering for the MRP). It is important to note that G14075 GP Frailty Complex Care is not applicable to patients in residential care.

**1.12. How do I document the time spent conferencing about an individual patient for G14077 if the conferencing takes place over several time intervals on the same day, but cumulatively adds up to the greater part of 15 min?**

G14077 can be billed for conferencing with allied care providers in person or by telephone. When conferencing with multiple providers over the course of a day, you should add up the total time spent conferencing and as well as documenting in the chart which providers you spoke to and when. When submitting the start/end time, use the start time of the first conversation and set the end time as the time it would have been if all the conversations had been done consecutively. eg. Chart documentation: Specialist X at 1100 – 1105 hr, home care RN at 1400 – 1410 hr for total time spent conferencing 15 min. Start time 1100 end time 1115 in fee submitted.

### **1.13. Is this payment eligible for rural premiums?**

No, currently G14077 is not eligible for rural premiums.

## **2. G14018 General Practice Urgent Telephone Conference with a Specialist (or GP with Specialty Training) Fee**

The intent of this initiative is to improve management of the patient with acute needs, and reduce unnecessary ER or hospital admissions/transfers. This fee is billable when the patient's condition requires urgent conferencing with a specialist or GP with specialty training, and the development and implementation of a care plan within the next 24 hours to keep the patient stable in their current environment. This fee is not restricted by diagnosis or location of the patient, but by the urgency of the need for care.

### **Eligibility:**

This incentive payment is available to improve patient care to:

- All General Practitioners who have a valid B.C. MSP practitioner number (registered specialty 00), except those with access to any specialty consultation fee.
- Is considered the most responsible general practitioner for that patient at the time of service.
- Where the severity of the patient's condition justifies urgent conference with a specialist by telephone for the development of a clinical action plan to keep the patient safely in their location.

### **G14018 General Practice Urgent Telephone Conference with a Specialist/GP with Specialty Training Fee**

Conferencing on an urgent basis (within 2 hours of request for a telephone conference) with a specialist or GP with specialty training by telephone followed by the creation, documentation, and implementation of a clinical action plan for the care of patients with acute needs; i.e. requiring attention within the next 24 hours and communication of that plan to the patient or patient's representative

**\$40.00**

#### **Notes:**

- Payable to the GP who initiates a two-way telephone communication (including other forms of electronic verbal communication) with a specialist or GP with specialty training regarding the urgent assessment and management of a patient but without the responding physician seeing the patient.*
- A GP with specialty training is defined as a GP who:*
  - Provides specialist services in a Health Authority setting and is acknowledged by the Health Authority as acting in a specialist capacity and providing specialist services;*
  - Has not billed another GPSC fee item on the patient in the previous 18 months; Telephone advice must be related to the field in which the GP has received specialty training.*
- Conversation must take place within two hours of the GP's request and must be physician to physician. Not payable for written communication (i.e. fax, letter, email).*
- Fee Includes:*
  - Discussion with the specialist of pertinent family/patient history, history of presenting complaint, and discussion of the patient's condition and management after reviewing laboratory and other data where indicated.*

- b. *Developing, documenting and implementing a plan to manage the patient safely in their care setting.*
- c. *Communication of the plan to the patient or the patient's representative.*
- d. *The care plan must be recorded in patient chart and must include patient identifiers, reason for the care plan, list of co-morbidities, safety risks, list of interventions, what referrals to be made, what follow-up has been arranged*
- v) *Not payable to the same patient on the same date of service as fee item G14077.*
- vi) *Not payable to physicians who are employed by, or who are under a contract to a facility, who would otherwise have provided the service as a requirement of their employment or contract with the facility; or physicians working under salary, service contract or sessional arrangement.*
- vii) *Include start time in time fields when submitting claim.*
- viii) *Not payable for situations where the primary purpose of the call is to:*
  - a. *Book an appointment*
  - b. *Arrange for transfer of care that occurs within 24 hours*
  - c. *Arrange for an expedited consultation or procedure within 24 hours*
  - d. *Arrange for laboratory or diagnostic investigations*
  - e. *Convey the results of diagnostic investigations*
  - f. *Arrange a hospital bed for the patient.*
  - g. *Obtain non-urgent advice for patient management (i.e. not required within the next 24 hours).*
- ix) *Limited to one claim per patient per physician per day.*
- x) *Out-of-Office Hours Premiums may not be claimed in addition.*
- xi) *Maximum of 6 (six) services per patient, per practitioner per calendar year.*
- xii) *Payable in addition to a visit on the same date.*

## **Frequently Asked Questions about G14018 General Practice Urgent Telephone Conference with a Specialist/GP with Specialty Training Fee**

### **2.1 What is the difference between G14018 General Practice Urgent Telephone Conference with a Specialist/GP with Specialty Training Fee and G14077 GP Allied Care Provider Conferencing?**

The G14018 requires there be a patient acuity that determines the need for response from the specialist or GP with specialty training within 2 hours. There are no such response time restrictions G14077. In addition, the G14018 is not a time based fee (per 15 minutes or greater portion) and therefore has no minimum total time for the telephone advice/conferencing.

### **2.2 Are all telephone conversation responses from the Rapid Access to Specialty Expertise (RACE) line billable with G14018?**

No, unless the 2 hour urgency due to patient condition is present, G14018 may not be billed for the RACE line response. If all requirements for the other conferencing fees are met for these conversations, one of these may be applicable instead.

### **2.3 What is the maximum number of G14018 payments allowed per patient?**

There is a maximum of 6 units of 14018 per calendar year per patient.

## **3. GP – Advice to Nurse Practitioner Fee**

The intent of this fee is to support collaboration between nurse practitioners and community family physicians. This fee is billable when providing advice by telephone or in person when a Nurse Practitioner (NP) in independent practice (ie. Not employed as staff in a FP practice) has contacted a GP for advice regarding patients for whom the NP has accepted the responsibility of being the Most Responsible Provider for that patient's community care. This is not for conferencing with an NP about patients who are attached to the FP. It is outside the G14070/71 portal and does not have a minimum time requirement. This incentive

can be used to support those NPs who become the MRP for patients involved in a multidisciplinary team model providing care for specific populations who would otherwise be “hard to attach”. It is also an appropriate support in situations where an NP has a practice that is not formally connected with other providers, but when he/she feels having a virtual connection to local GPs would be beneficial for sustainability.

### **Eligibility**

These incentive payments to improve patient care and are available to:

- All general practitioners who have a valid BC Medical Service Plan practitioner number (registered specialty 00). Practitioners who have billed any specialty fee in the previous 12 months are not eligible; and
- Whose majority professional activity is in full service family practice;
- Patients for whom the NP has accepted the responsibility of being the Most Responsible Provider for that patient’s community care

### **G14019 GP -Advice to a Nurse Practitioner – Telephone or In Person .....\$40.00**

#### **Notes:**

- i) *Payable for advice by telephone or in person, in response to request from a Nurse Practitioner (NP) in independent practice on patients for whom the NP has accepted the responsibility of being the Most Responsible Provider for that patient’s community care.*
- ii) *Excludes advice to an NP about patients who are attached to the GP.*
- iii) *Payable for advice regarding assessment and management by the NP and without the responding physician seeing the patient.*
- iv) *Not payable for written communication (i.e. fax, letter, email).*
- v) *A chart entry, including advice given and to whom, is required.*
- vi) *NP Practitioner number required in referring practitioner field when submitting fee through teleplan.*
- vii) *Not payable for situations where the purpose of the call is to:*
  - a. *book an appointment*
  - b. *arrange for transfer of care that occurs within 24 hours*
  - c. *arrange for an expedited consultation or procedure within 24 hours*
  - d. *arrange for laboratory or diagnostic investigations*
  - e. *convey the results of diagnostic investigations*
  - f. *arrange a hospital bed for the patient*
- viii) *Limited to one claim per patient per day with a maximum of 6 claims per patient per calendar year.*
- ix) *Limit of five (5) G14019 may be billed by a GP on any calendar day.*
- x) *Not payable in addition to another service on the same day for the same patient by same GP.*
- xi) *Out-of-Office Hours Premiums may not be claimed in addition.*
- xii) *Not payable for communications which occur as a part of the performance of routine rounds on the patient if located in a facility.*
- xiii) *Not payable to physicians who are employed by or who are under contract to a facility or health authority, or who are working under salary, service contract or sessional arrangements and who would otherwise have provided the advice as a requirement of their employment.*

### **Frequently Asked Questions about G14019 GP -Advice to a Nurse Practitioner – Telephone or In Person**

**3.1. If our local Division has collaborated with the Health Authority to start up a multi-disciplinary clinic for complex, high-needs patients who cannot be attached to a usual FSFP practice, can GPs supporting this approach bill this incentive when responding asked for advice about a patient who is attached to the NP in this model?**

Yes, provided the NP is the MRP for that patient, if a GP is asked for advice about a patient without the FP seeing the patient, then G14019 is billable.

**3.2. Can a GP bill this incentive when responding to a phone call by an NP who is providing MRP care for patients living in a Long Term Care Facility?**

Yes, provided the NP is the MRP for that patient, if a GP is called for advice about a patient without the FP seeing the patient, then G14019 is billable.

**3.3. What is the maximum number of payments allowed per patient or per physician?**

There is a maximum of one claim per day, per patient with a maximum of 6 claims per calendar year per patient. There is also a limit of 5 G14019 billed by any GP on any calendar day.

**3.4. Is this payment eligible for rural premiums?**

No.

**4. General Practitioners with Specialty Training Telephone Advice Fees (G14021, G14022, G14023)**

GP with Specialty Training Telephone Advice fees (G14021, G14022, G14023) have been developed to support teleconferencing between GPs with specialty training and other Family Physicians, Specialists or Allied Care Providers, for the purpose of improving patient care. There are similar Specialist Services Committee fee codes for FRCP specialists (G10001, G10002 & G10003).

**Eligibility:**

- Must not have billed another GPSC fee item on the specific patient in the previous 18 months.
- Service may be provided when physician is located in office or hospital.
- For the purpose of these telephone advice fee items the GPSC has defined a General Practitioner (GP) with specialty training as: **"A GP who has specialty training and who provides services in that specialty area through a health authority supported or approved program"**.
- Telephone advice must be related to the field in which the GP has received specialty training.
- **When advice is requested by an Allied Care Provider not registered with MSP use the generic practitioner number 99987: Advice requested by an allied care provider. (Not applicable to referred case fee items such as consultations.)**

**G14021 GP with Specialty Training Telephone Advice - Initiated by a Specialist. General Practitioner, or Allied Care Provider, Response within 2 hours  
..... \$60.00**

**Notes:**

- i) *Payable to a GP with specialty training for two-way telephone communication (including other forms of electronic verbal communication) regarding assessment and management of a patient but without the consulting physician seeing the patient.*
- ii) *Conversation must take place within two hours of the initiating provider's request. Not payable for written communication (i.e. fax, letter, email).*
- iii) *If conversation is with an allied care provider include a note record specifying the type of provider.*
- iv) *Includes discussion of pertinent family/patient history, history of presenting complaint and discussion of the patient's condition and management after reviewing laboratory and other data where indicated.*
- v) *Not payable for situations where the purpose of the call is to:*
  - a. *book an appointment*
  - b. *arrange for transfer of care that occurs within 24 hours*
  - c. *arrange for an expedited consultation or procedure within 24 hours*
  - d. *arrange for laboratory or diagnostic investigations*

- e. convey the results of diagnostic investigations
- f. arrange a hospital bed for the patient
- vi) Not payable to provider initiating call.
- vii) No claim may be made where communication is with a proxy for either provider (e.g.: office support staff).
- viii) Limited to one claim per patient per physician per day.
- ix) A chart entry, including advice given and to whom, is required.
- x) Start and end times must be included with the claim and documented in the patient chart.
- xi) Not payable in addition to another service on the same day for the same patient by same physician.
- xii) Out-of-Office Hours Premiums may not be claimed in addition.
- xiii) Cannot be billed simultaneously with salary, sessional, or service contract arrangements.
- xiv) Include the practitioner number of the provider requesting advice in the "referred by" field when submitting claim. (For allied care providers not registered with MSP use practitioner number 99987).

**G14022 GP with Specialty Training Telephone Advice - Initiated by a Specialist, General Practitioner or Allied Care Provider, response within one week – per 15 minutes or portion thereof ..... \$40.00**

**Notes:**

- i) Payable to a GP with specialty training for two-way telephone communication (including other forms of electronic verbal communication) regarding assessment and management of a patient but without the consulting physician seeing the patient.
- ii) Conversation must take place within 7 days of initiating provider's request. Initiation may be by phone or referral letter.
- iii) If conversation is with an allied care provider include a note record specifying the type of provider.
- iv) Includes discussion of pertinent family/patient history, history of presenting complaint and discussion of the patient's condition and management after reviewing laboratory and other data where indicated.
- v) Not payable for situations where the purpose of the call is to:
  - a. book an appointment
  - b. arrange for transfer of care that occurs within 24 hours
  - c. arrange for an expedited consultation or procedure within 24 hours
  - d. arrange for laboratory or diagnostic investigations
  - e. convey the results of diagnostic investigations
  - f. arrange a hospital bed for the patient
- vi) Not payable to provider initiating call.
- vii) No claim may be made where communication is with a proxy for either provider (e.g.: office support staff).
- viii) Limited to two services per patient per physician per week.
- ix) A chart entry, including advice given and to whom, is required.
- x) Start and end times must be included with the claim and documented in the patient chart.
- xi) Not payable in addition to another service on the same day for the same patient by same physician.
- xii) Out-of-Office Hours Premiums may not be claimed in addition.
- xiii) Cannot be billed simultaneously with salary, sessional, or service contract arrangements.
- xiv) Include the practitioner number of the provider requesting advice in the "referred by" field when submitting claim. (For allied care providers not registered with MSP use practitioner number 99987).

## **G14023 GP with Speciality Training - Patient Telephone Management/Follow-Up ... \$20.00**

### **Notes:**

- i) This fee applies to two-way direct telephone communication (including other forms of electronic verbal communication) between the GP with specialty training and patient, or a patient's representative. Not payable for written communication (i.e. fax, letter, email).*
- ii) Access to this fee is restricted to patients having received a prior consultation, office visit, hospital visit, diagnostic procedure or surgical procedure from the same physician, within the 6 months preceding this service.*
- iii) Telephone management requires two-way communication between the patient and physician on a clinical level; the fee is not billable for administrative tasks such as appointment notification.*
- iv) No claim may be made where communication is with a proxy for the physician (e.g.: office support staff).*
- v) Each physician may bill this service four (4) times per calendar year for each patient.*
- vi) This fee requires chart entry as well as ensuring that patient understands and acknowledges the information provided.*
- vii) Not payable in addition to another service on the same day for the same patient by the same physician.*
- viii) Out-of-Office Hours Premiums may not be claimed in addition.*
- ix) Cannot be billed simultaneously with salary, sessional, or service contract arrangements.*

## **Frequently Asked Questions about GP with Specialty Training Fees**

### **4.1. Can both the patient's GP and a GP with Specialty Training bill for these services on the same patient?**

Yes, for urgent (less than 2 hours) telephone conferencing, the patient's FP would bill the G14018 as the requesting the telephone conferencing and the resulting GP for the development and implementation of the clinical action plan, while the GP with specialty training would bill G14021 (the FRCP Specialist would bill G10001) for providing the advice within 2 hours of the request for this advice.

For less urgent telephone conferencing, the GP with specialty training may bill the G14022 (FRCP Specialist would bill G10002) but the requesting GP cannot bill the G14018. If the FP has submitted G14070/71, he/she may bill the G14077 GP Patient Conference fee provided the conference lasts 15 minutes or greater portion thereof (minimum 8 minutes).

### **4.2. Are there any restrictions on the patient underlying medical conditions?**

No, there are no specific medical condition requirements for these fees. The intent of this initiative is to improve management of the patient with acute needs, and reduce unnecessary ER or hospital admissions/transfers. If a patient's condition is severe enough to warrant the telephone conferencing and the patient is not seen the same day by the specialist/GP with Specialty training, then the fees are billable.

### **4.3. Does the patient have to be seen in the office to be eligible for these fees?**

No, patient location in the community is not a requirement for these fees. The patient could be in a community hospital and the teleconference with a specialist or GP with specialty training could be at a regional or tertiary care hospital. The main requirements for these fees are based on the timing between when the teleconferencing is requested and when it is provided.

### **4.4. Are fee items G14018, G14021, G14022 and G14023 eligible for the rural retention premiums?**

Yes these fee items are eligible for rural retention premiums.

### **4.5. Can any of these fees be billed in addition to a visit or other service on the same day?**

Only the G14018 is billable in addition to a visit or service on the same day. The fee items G14021, G14022 & G14023 are not payable in addition to another service on the same day by the same physician for the same patient.

**4.6. What is the maximum number of these payments allowed per patient?**

G14021 is limited to one claim per patient per physician per day.

G14022 is limited to two services per patient per physician per week.

G14023 is limited to four (4) services per calendar year for each patient.

**GPSC CONFERENCE/TELEPHONE ADVICE FEES**

<i>G14077</i>	<i>GP-Allied Care Provider Conference Fee</i>
<i>G14018</i>	<i>GP Urgent Telephone Conference with a Specialist (or GP with Specialty Training) Fee</i>
<i>G14019</i>	<i>GP Advice to a Nurse Practitioner Fee – Telephone or In-person</i>
<i>G14021</i>	<i>GP with Specialty Training Telephone Advice - Initiated by a Specialist, General Practitioner or Allied Care Provider, Urgent (less than 2 hour response time)</i>
<i>G14022</i>	<i>GP with Specialty Training Telephone Patient Management - Initiated by a Specialist, General Practitioner or Allied Care Provider, One Week</i>
<i>G14023</i>	<i>GP with Specialty Training Telephone Patient Management / Follow-Up</i>

**BILLING EXAMPLES (The following examples assume you are a FSFP who has submitted G14070 earlier in the calendar year.)**

**Example #1:** You have been asked to attend care conferences on 3 of your patients at the local LTC facility. This is arranged for 0830 hr on a Thursday. You arrive for the care conferences which are attended by the nursing staff, a pharmacist, the OT and PT for the ward. You discuss your first 2 patients (Mr. A and Mr. B) for 20 minutes each. Your third patient, Mrs. C, has her daughter attending the care conference due to concerns about her mother’s shortness of breath. After reviewing her current status and discussion plans to manage the issues, the care conference ends after 35 minutes. You then go and see each of your patients, as you have not seen them for > 2 weeks. Mr. A’s main diagnosis is severe arthritis as well as general frailty. Mr. B’s main diagnosis is diabetes with peripheral vascular disease and amputation of the right leg. Mrs. C’s main diagnosis is severe COPD, hypertension and acute upper respiratory infection.

Your billings would be:

<b>Patient</b>	<b>Time</b>	<b># of Services</b>	<b>Fee code</b>	<b>Diagnostic Code</b>
Mr. A	0800 – 0820	1	14077	V15
Mr. A		1	00114 plus 13334	781
Mr. B	0820 – 0840	1	14077	V15
Mr. B		1	00114	250
Mrs. C	0840 – 0915	2	14077	V15
Mrs. C		1	00114	460

**Example #2:** Mr. B, 73 years old, arrives for his office visit accompanied by his two children. They are concerned that, since his wife’s death a year ago, he has deteriorated significantly. The house is dirty and his personal hygiene has slipped. He is not eating and has lost weight, and is drinking more than he used to. He is no longer as interested in his family’s activities and, on occasion, he has forgotten the names of his grandchildren. You initially meet with all three, and then you excuse the daughters and meet alone with Mr. B. He is unkempt, his clothes hang on his body, and he doesn’t engage in conversation with you as he did in the past. He admits to drinking ‘at least’ a bottle of wine per day, and frequently comments that he wished he had died before his wife. You perform a full physical examination, without significant findings. You order laboratory investigations. As part of the complete physical exam, you also administer a Beck Depression Inventory and a Mini-Mental Status Examination, which reveals severe depression and mild cognitive impairment. Then with Mr. B’s permission, his children rejoin you to discuss your findings and you advise them you will connect with local resources, the psychiatrist on call to discuss medication management and the pharmacist to update the management plan. Mr. B tells you to follow up with his children as his memory “hasn’t been so good”, so you agree to phone them the next day, once everything has been organized. Following this at noon, you conference for 15 minutes with (depending on your community) the Quick Response Team/ Geriatric Outreach/ Home Care Nurse to arrange for a home visit assessment, followed by 5 minutes with a psychiatrist to discuss initiation of treatment and arrange for him to be seen. Shortly after, you phone his pharmacist to prescribe the antidepressant agreed upon during the telephone conference with the psychiatrist and to arrange for all his medications to be blister-packed as he has been forgetting to take them. This call takes 10 minutes to complete with a review of the management plan. You then phone his daughter the next day to advise her of the steps taken and the appointments you have made for him, and arrange a follow-up office visit in two weeks. All total, you have spent 30 minutes conferencing with the ACP on the same day as the visit and provide a telephone follow-up with the daughter the next day.

**Billing:** You are eligible in this case to bill 17101 for the full physical examination. Since you have submitted G14070 earlier in the same calendar year, you are also eligible to bill the appropriate units of 14077 for the time following the examination spent organizing the care plan with other health care providers, as well as 14076 for the follow-up phone call with the daughter the next day.

Your billings would be:

<b>Date</b>	<b>Time</b>	<b># of Services</b>	<b>Fee code</b>	<b>Diagnostic Code</b>
Day #1			17101	V15
Day #1	1130 – 1220	2	14077	V15
Day #2			14076	V15

**Example #3:**

New complex patient to your practice – On taking history you find out the 78 year old patient (Mrs. D.) suffers from osteoporosis with previous compression fractures of the spine, recurrent TIAs and hypertension. She is in an adult day program at a local LTC facility, requires blister packaging of her meds, and has ongoing monitoring by the elderly outreach team through your local home care department at the public health unit. After taking a detailed history,

including obtaining a list of medications, and noting her BP of 185/80, you and the patient agree that as their level of stability varies, it would be appropriate for the elderly outreach team to go out and reassess safety issues in the home, have the home care nurse monitor her BP, and that all other care providers need to be involved in understanding some change to their level of needs. Following the visit, you contact the elderly outreach team member involved and the pharmacy the patient deals with on the same day. In addition to the visit, the conferencing takes you 15 minutes immediately following the visit at 1600hr. The next day you contact the day program nurse to review the resulting plan and identify any additional services that will be needed. This conference takes 10 minutes starting at 1330 hr. Later in the day, you contact the patient's daughter/son to discuss these issues and make a plan for ongoing monitoring and reporting lines. You see the patient in 3 weeks for a CPX and to review her BP measures from home care. Over the course of the next year, you see Mrs. D twice more for planned proactive care and undertake a follow up 20 minute conferencing call with the elder outreach team immediately after the second visit (1430 hr). 1 year after taking over her care, can bill for the hypertension CDM.

**Billing:** You are eligible in this case to bill 17100 for the office visit. In addition, if you have submitted G14070, you can also bill for the appropriate units of 14077 for the time following the examination for conferencing with other health care providers and G14076 for the follow-up telephone call with the patient and family about the care plan on the second day.

Your billings would be:

<u>Date</u>	<u>Time</u>	<u># of Services</u>	<u>Fee code</u>	<u>Diagnostic Code</u>
MM/#1/YY			17100	V15
MM/#1/YY	1600 – 1615	1	14077	V15
MM/#2/YY	1330 – 1340	1	14077	V15
MM/#2/YY	1345	1	14076	V15
MM/#3/YY			17101	401
MM/#4/YY			17100	401
MM/#5/YY			17100	401
MM/#5/YY	1430 – 1450	1	14077	V15
MM/#6/YY			14052	401

If the pharmacy calls you to renew a prescription or the patient asks you to call in a prescription renewal, this is not covered under the conferencing fee as this is a simple renewal.

**Example #4:**

Mrs. J, an 82 year old patient who lives in assisted living has fallen and suffered fractured ribs with a pneumothorax. She was taken to your local hospital where she was stabilized and treated. She has diabetes with decreased vision and suffered a CVA 2 years ago. On day 3 you get a call asking you to come to a discharge planning conference at 0800 hr the next day in efforts to arrange a safe discharge in the next few days. At the conference, there is the nursing staff, respiratory and physio therapists as well as OT. Arrangements are made for some additional support in her assisted living apartment until an assessment of her long term needs can be made in the community. The conference is 25 min. She is discharged 2 days later. You have been her MRP and visited her daily for the full 6 days (first patient seen).

Your billings would be:

<u>Date</u>	<u>Time</u>	<u># of Services</u>	<u>Fee code</u>	<u>Diagnostic Code</u>
MM/#1-#6/YY		6	13008 (+ 13338)	786
MM/#4/YY	0800 – 0825	2	14077	V15

**Example #5:**

Mrs. V. is a 38 year old maternity patient, G2 P0 at 32 weeks gestation. Her prenatal care has to date been relatively uneventful with normal SIPS testing and normal 1 hour 50 gm GTT. At this visit, her BP is 140/90 on 3 readings, including after lying in the left lateral position. Her reflexes are normal, and she has no signs of pre-eclampsia. You advise her that she needs to have some blood work undertaken and give her a requisition for a PIH panel, put her on bedrest at home, and put a call in to your local obstetrician for a telephone consultation. When Dr. J calls you back at 1600 hr you discuss the case, he advises home BP monitoring and a recheck in your office later the same week. He advises that if her BW is normal, and her home BP settles with bed rest, she only requires closer conservative management. If her BP does not settle he advises you on starting medication and arranging an office consultation in the near future. You then contact home care to arrange the home BP monitoring and follow up by phone with the patient. Total time spent in the telephone consultation, recording and implementation of recommendations as well as advising the patient is 30 minutes.



## SECTION B.

### Telephone/email Fees (G14076 & G14078)

#### **Telephone and Two-way email visits with Patients**

Telephone and other non-face-to-face 'visits' or 'touches' are a standard component of workflow in other jurisdictions. They have been shown to significantly improve efficiency of care and therefore practice capacity. When expanding patient care to include non-face-to-face care, whether by telephone, email or text, you must always determine if you have enough information to be confident appropriate advice is given. You documentation in the patient chart must indicate not only the nature of the patient request, but also the advice given.

In this context, G14076 expanded telephone 'visits' as part of the Attachment Initiative as it is seen as an important component of improving practice capacity. The intent is to avert the need for a patient to be physically seen in the practice in order to increase access for other patients and/or to address urgent problems to avert a patient visit to an urgent care facility or Emergency Department. G14076 can be used at the discretion of the Family Physician for any patient for whom that Family Physician has assumed the Most Responsible Physician role for any clinical reason that addresses the intent above. **Each FP who has submitted G14070 (and locum submitting G14071) has access to 1500 G14076 fees per calendar year.** G14076 is also available for those family physicians who are members of a GP Maternity Network or a GP Unassigned Inpatient Network and who provide care to patients who are not attached to them in the community, but who may be cared for in a shared care manner with the patient's community Family Physician.

G14078 has been developed to compensate for the 2-way relay communication of medical advice from the physician to eligible patients, or the patient's medical representative, via email/text or telephone. **Each FP who has submitted G14070 (and locum submitting G14071) has access to 200 G14078 fees per calendar year.**

When implementing Email Management as part of patient care, security and patient confidentiality must be maintained and guarded in the same way that paper records are protected. The Canadian Medical Protective Association (CMPA) recommendations regarding the use of email indicate:

- **Three major areas of potential liability:**
  - Confidentiality/privacy/security
  - Timeliness of Response
  - Clarity of Communication
- **Document Consent** – preferably written
  - CMPA template consent form for email communication [www.cmpa-acpm.ca](http://www.cmpa-acpm.ca)
- **Document Discussion & Advice** – all manners of communication

The BC College of Physicians and Surgeons has also developed guidelines regarding emailing of patient information. While there is no specific guideline regarding the use of text messaging, the principles of this email guideline would also be applicable to the use of text messaging patient information. The College Guideline states "When transmitting patient information electronically, security and patient confidentiality must be maintained and guarded in the same way as traditional paper medical records are protected. Physicians are encouraged to adhere to the following guidelines when using email to transmit patient information:

- Obtain the express and informed consent of the patient or representative before transmitting patient information electronically.
- Confidential and sensitive patient information sent by email should be encrypted or, at a minimum, password protected with access provided only to designated individuals. The password or cryptographic key must be sent separately to the intended recipient, preferably by phone or other non-electronic communication.

- Email addresses should be double checked before sending patient information.
- Email may not be the appropriate mode of communication in all instances and should not be considered a substitute for effective personal communication. For example, email should not be used to inform a patient about a diagnosis or discuss sensitive information.
- Develop clear, written policies around the use of email in your practice to communicate patient information and ensure they are followed consistently.”

## 1. GP Patient Telephone Management Incentive

Telephone and other non-face-to-face ‘visits’ or ‘touches’ are a standard component of workflow in other jurisdictions. They have been shown to significantly improve efficiency of care and therefore practice capacity. The intent is to avert the need for a patient to be physically seen in the practice in order to increase access for other patients and/or to address urgent problems to avert a patient visit to an urgent care facility or Emergency Department.

They can be used at the discretion of the Family Physician for any patient for whom that Family Physician has assumed the Most Responsible Physician role for any clinical reason that addresses the intent above. Access to G14076 and G14078 are also available for family physicians who are members of a GP Maternity Network or a GP Unassigned Inpatient Network and who provide care to patients who are not attached to them in the community, but who may be cared for in a shared care manner with the patient’s community Family Physician.

### G14076 GP Patient Telephone Management Fee

**\$20**

Notes:

- i) *Payable only to Family Physicians who have successfully:*
  - a. *Submitted G14070 or on behalf of Locum Family Physicians who have successfully submitted G14071 on the same or a prior date in the same calendar year; or*
  - b. *Registered in a Maternity Network or GP Unassigned In-patient network on a prior date.*
- ii) *Telephone Management requires a clinical telephone discussion between the patient or the patient’s medical representative and physician or College-certified allied care provider (eg. Nurse, Nurse Practitioner) employed within the eligible physician practice.*
- iii) *Chart entry must record the name of the person who communicated with the patient or patient’s medical representative, as well as capture the elements of care discussed.*
- iv) *Not payable for prescription renewals, anti-coagulation therapy by telephone (00043) or notification of appointments or referrals.*
- v) *Payable to a maximum of 1500 services per physician per calendar year.*
- vi) *Not payable on the same calendar day as a visit or service fee by same physician for same patient with the exception of G14077 or G14018.*
- vii) *Not payable to physicians who are employed by or who are under contract to a facility and whose duties would otherwise include provision of this care.*
- viii) *Not payable to physicians working under salary, service contract or sessional arrangements whose duties would otherwise include provision of this care.*

## Frequently Asked Questions about G14076 GP Patient Telephone Management Fee

### 1. What is the difference between the G14076 GP Patient Telephone Management Fee and the new G14078 GP Email/Text/Telephone Relay Fee?

G14076 GP Patient Telephone Management Fee is for telephone management, not email or text message communication. There is a cap of 1500 telephone fees (G14076) per participating FP per year. Any patient for whom the FP is the Community MRP FP is eligible to have this code submitted for telephone visits provided by participating FPs.

The new GP-Patient Email/Text/Telephone Relay Fee is payable for 2-way relay/communication of medical advice from the physician to eligible patients, or the patient’s medical representative, via email/text or telephone that may be made on behalf of the physician by a College Certified Allied Care Provider or MOA working within the physician practice. There is a cap of 200 Email/Text/Telephone Relay fees (G14078) per physician calendar year.

**2. If when making a phone call to the patient there is no answer and a message is left on voice mail, can G14076 GP-Patient Telephone Management Fee be billed?**

No, G14076 requires a telephone conversation directly with the patient. See G14078 regarding Email, Text or Telephone Relay management.

**3. Are locums able to provide telephone calls and have G14076 GP Patient Telephone Management Fee billed?**

Locum physicians are eligible to have the G14076 billed for telephone calls provided to patients when covering a host FP who has submitted G14070. Each locum will still have the same 1500 telephone call fees per calendar year available, provided G14071 has been submitted earlier in the same calendar year.

**4. Telephone Management requires "a clinical telephone discussion between the patient or the patient's medical representative and physician or College-certified allied care provider (ACP\_ working within the eligible physician practice". Which college certified ACPs qualify for making these calls to be eligible for the G14076 GP-Patient Telephone Management Fee to be billed?**

14076 GP-Patient Telephone Call fee - is billable when the telephone call is made by the Allied Care Provider staff member of the FP practice, providing she/he is a member of a college certified allied care profession - nurse, NP, LPN, etc. This excludes the Medical Office Assistant. When an RN, LPN or NP is working within her/his scope of practice and is the employee of the FP, these calls are covered. If the ACP has not kept up his/her certification, they would not be working within their scope of practice so would not be eligible. To work within scope of practice and maintain medical legal coverage to do so, all allied care professionals must maintain certification.

**5. If the telephone call with the patient is only about a WorkSafeBC covered injury, can G14076 GP-Patient Telephone Management Fee be billed?**

When providing a service to a patient regarding an injury that is covered by WorkSafeBC (WSBC), it is not appropriate to bill for these services to MSP or GPSC. However, WSBC has indicated they will consider payment for these calls billed under code 14076 on an individual basis when submitted with WSBC as the insurer. Calls submitted with WSBC as the insurer will not count toward the 1500 per calendar year limit submitted under MSP as the insurer. To submit to WSBC for consideration, ensure "W" is listed in the insurer section of the fee submitted through Teleplan.

**6. Is the use of Text Messaging acceptable in order to bill G14076 GP-Patient Telephone fee?**

No. G14076 requires a clinical telephone discussion between the patient or the patient's medical representative and physician or College-certified allied care professionals working within the eligible physician office. The use of two way text messaging is covered under the G14078 GP Patient Email/Text/Telephone Relay Fee.

**7. Can FPs who are in "Focused Practice" Obstetrics, or who provide Unassigned Inpatient care (previously referred to as "Doctor of the Day") access the G14076 GP-Patient Telephone Fee?**

Yes, family physicians who provide care through a GP Maternity Network or a GP Unassigned Inpatient Network to patients who are not attached to them in the community are eligible to access G14076 for telephone visits with these patients.

**8. Do FPs participating in a Residential Care Network but who do not have a separate community practice qualify to submit G14070 and access the additional codes available through the GPSC portal?**

Yes, FPs who do not have a community practice but who are participating in a Residential Care Network are considered to have a community "practice" in the residential care site. As such, they are eligible to submit G14070 in order to access codes G14076 GP Patient Telephone Management, G14077 FP Allied Care Provider Conferencing & G14078 GP Email/Text/Telephone Medical Advice Relay, for the patients for whom they are MRP (or covering for the MRP). It is important to note that G14075 GP Frailty Complex Care is not applicable to patients in residential care.

## 9. Is G14076 eligible for rural premiums?

No, G14076 is not eligible for rural premiums.

## 2. GP Email/Text/Telephone Medical Advice Relay Incentive

### **G14078 GP Email/Text/Telephone Medical Advice Relay Fee** **\$7.00**

This fee is payable for 2-way communication of medical advice from the physician to eligible patients, or the patient's medical representative, via email/text or telephone relay.

This fee is not payable for prescription renewals, anti-coagulation therapy by telephone (00043) or notification of appointments or referrals.

#### *Notes:*

- i) *Payable only to Family Physicians who have successfully:*
  - a. *Submitted G14070 or on behalf of Locum Family Physicians who have successfully submitted G14071 on the same or a prior date in the same calendar year; or*
  - b. *Registered in a Maternity Network or GP Unassigned In-patient Network on a prior date.*
- ii) *Email/Text/Telephone Relay Medical Advice requires two-way communication between the patient or the patient's medical representative and physician or medical office staff.*
- iii) *Chart entry must record the name of the person who communicated with the patient or patient's medical representative, as well as the advice provided, modality of communication and confirmation the advice has been received.*
- iv) *Not payable for prescription renewals, anti-coagulation therapy by telephone (00043) or notification of appointments or referrals.*
- v) *Payable to a maximum of 200 services per physician per calendar year.*
- vi) *Not payable on the same calendar day as a visit or service fee by same physician for same patient with the exception of G14077.*

## **Frequently Asked Questions about G14078 GP Email/Text/Telephone Medical Advice Relay Fee**

1. **What is the difference between G14078 GP Email/Text/Telephone Medical Advice Relay Fee and G14076 GP-Patient Telephone Management Fee?** G14078 is for relay of medical advice from the physician to the patient or patient's medical representative and may be delegated to a College-certified allied care provider or a Medical Office Assistant (MOA). An example could be letting the patient know that a urine culture shows a bacterial resistance to the antibiotic prescribed and the need to change medications. The resulting replacement Rx could either be picked up by the patient without seeing the FP or faxed to a pharmacy of the patient's choice. G14076 is for medical management by telephone and requires a clinical telephone discussion between the patient or the patient's medical representative and physician or may be delegated only to a College-certified allied care provider (eg. Nurse, Nurse Practitioner) employed within the eligible physician practice. It may help to think of the G14076 as a telephone visit rather than simple relay of advice.
2. **Can I use G14078 to send out reminders that a specific follow-up or other service is now due (eg. Pap test reminders, flu shot notices, etc.)?**  
No, this is the same as a notification of appointment and neither G14076 nor G14078 are billable.
3. **Is G14078 billable for notifying patients of normal results from lab or other diagnostic tests?**  
The routine notification of normal results would not be covered by G14078. However, it would be appropriate to submit G14078 in cases where relaying or notifying a patient of a normal or more correctly "negative" test result would impact care due to the clinical implication of that negative result. Examples of when it would be appropriate to submit G14078 include (but are not limited to):
  - i. Someone who has had a biopsy of a lesion, letting them know there is no cancer is an important and acceptable use. In some cases, it would be more appropriate for the physician or college-certified ACP to do this by telephone (G14076) as there will likely be other questions to answer.
  - ii. Letting a mother know about a child's negative throat swab so no need to start (or no need to continue) antibiotics.

iii. Letting a patient who has been on iron for anemia know their hemoglobin has improved to a normal level, so they can decrease their iron intake from 300 mg a day to 150 mg a day for another few weeks before stopping to build up their iron stores.

In these cases there is a clinical reason for relaying the negative results as opposed to just a notification of normal results.

**4. If a phone call to the patient is made but there is no answer and a message is left on voice mail, can G14078 be billed?**

Provided the patient returns the call to confirm the message has been received, yes, G14078 may be billed for this relay of medical advice from the physician.

**5. Are locums able to authorize relay of advice by email/text/telephone and have G14078 GP Email/Text/Telephone Medical Advice Relay Fee billed?**

Locum physicians are eligible to have the G14078 billed for medical advice relayed to patients when covering a host FP who has submitted G14070. Each locum will still have the same 200 telephone call fees per calendar year available, provided G14071 has been submitted earlier in the same calendar year.

**6. Can FPs who are in "Focused Practice" Obstetrics, or who provide Unassigned Inpatient care (previously referred to as "Doctor of the Day") access the G14078 GP Email/Text/Telephone Medical Advice Relay Fee?**

Yes, family physicians who provide care through a GP Maternity Network or a GP Unassigned Inpatient Network to patients who are not attached to them in the community are eligible to access G14076 for telephone visits with these patients.

**7. Do FPs participating in a Residential Care Network but who do not have a separate community practice qualify to submit G14070 and access the additional codes available through the GPSC portal?**

Yes, FPs who do not have a community practice but who are participating in a Residential Care Network are considered to have a community "practice" in the residential care site. As such, they are eligible to submit G14070 in order to access codes G14076 GP Patient Telephone Management, G14077 FP Allied Care Provider Conferencing & G14078 GP Email/Text/Telephone Medical Advice Relay, for the patients for whom they are MRP (or covering for the MRP). It is important to note that G14075 GP Frailty Complex Care is not applicable to patients in residential care.

**8. Is G14078 eligible for rural premiums?**

No, G14078 is not eligible for rural premiums.

**GP PATIENT TELEPHONE/EMAIL FEES**

<i>G14076</i>	<i>GP-Patient Telephone Management Fee</i>
<i>G14078</i>	<i>GP-Patient Email/Text/Telephone Relay Fee</i>