

The GPSC has heard from physicians that the current telephone/email fees are too complicated.

As a result, we've simplified things by replacing the multiple telephone/e-mail fees with a single fee code that will be applicable for the same groups of patients currently having access to non-face-to-face service.

The new fee item **G14079** is effective January 1, 2012 and may be submitted as of January 5, 2012.

Fee items 14039, 14049, 14069, and 14073 will no longer be available after December 31, 2011.

**G14079 GP Telephone/Email Management fee — \$15.00**

This fee is payable for two-way communication with eligible patients, or a patient's medical representative, via telephone or email by the GP who has billed and been paid for at least one of the following GPSC incentives in the previous 18 months:

- Complex Care Planning fee (G14033).
- Mental Health Planning fee (G14043).
- Annual Chronic Care Bonus for COPD (G14053).
- Palliative Care Planning fee (G14063).

This fee is billable for medical management of the conditions covered under these incentives.

It is not to be billed for simple appointment reminders or referral notification.

**Notes:**

- Payable to a maximum of 5 times per patient per calendar year following the successful billing of G14033, G14043, G14053, or G14063 within the previous 18 months.*
- Telephone/Email Management requires two-way communication between the patient or the patient's medical representative and physician or medical office staff for the purpose of medical management of the relevant chronic condition(s); it is not payable for simple notification of office or laboratory appointments or of referrals.*
- Payable only to the physician paid for the G14033, G14043, G14053, or G14063 unless that physician has agreed to share care with another delegated physician. To facilitate payment, a note record should be submitted by the delegated physician.*
- G14016, Community Patient Conferencing Fee, payable on same day for same patient if all criteria met. Time spent on telephone with patient under this fee does not count toward the time requirement for the G14016.*
- Not payable on the same calendar day as a visit or service fee by same physician for same patient with the exception of G14016.*
- 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.*