



Virtual Visit Tariffs

Nov 5, 2020 Update

Doctors Manitoba and Manitoba Health have agreed to introduce virtual visit tariffs during the pandemic, for use by all fee-for-service physicians. Virtual visit tariffs apply to patient encounters conducted via phone or video.

Overview of Approved Virtual Visit Tariffs

The following virtual visit tariffs can be used regardless of modality (phone or video). All tariffs will remain available during the pandemic response until Manitoba Health communicates they are no longer available.

Tariff	Virtual Visit Description	Effective Date
8321	Virtual visit paid equivalent to blocs' regional history or exam rate	March 14
8535	Consultation , paid equivalent to blocs' 8550, 8553, 8556, 8516, 8617 or 8557	April 24
8527	Chronic care , paid equivalent to 8511 (e.g. PCH residents)	April 1
8655	Psychotherapy performed by a non-psychiatrist , paid at equivalent to 8580	April 24
8533	Psychotherapy performed by a psychiatrist , paid at equivalent to 8581	March 14
8786	Psychiatric care , paid at equivalent to 8584	April 24
8521	Consultation performed by a psychiatrist involving a child (<18) or geriatric (>=70) patient, paid at a rate equal to 8554 or 8622	April 24
8442	Comprehensive virtual assessment by general practitioner paid equivalent to complete visit tariffs 8540, 8424 or 8500	November 1
8447	Comprehensive virtual assessment by specialist paid equivalent to complete visit tariff 8540, 8503, 8504, 8543, or 8544 for the bloc of practice.	November 1
8284	Virtual visit with patient aged 65-69 years by general practitioner paid equivalent to 8425	November 1
8285	Virtual visit with patient aged 70 years and over by general practitioner paid equivalent to 8513	November 1

Full details are attached as rate tables. Review this detail to ensure they are using virtual tariffs correctly with appropriate documentation. The following common rules guide the use of all virtual visit tariffs:

- You may continue to bill for services provided by a Resident under your supervision in accordance with past practice.
- Services must be provided personally by the physician. No claim may be made for a virtual visit in which only a physician proxy participates, such as a nurse or clerk.
- After Hours Premiums may not be claimed in addition, except for urgent or emergent communications.
- Start and Stop times must be documented in the patient's chart and included on the claim.
- Rural/Northern/Brandon Fee differentials apply.

Virtual Visit Billing and Coding Tips: Do's and Don'ts

DO

DO conduct the visit yourself. Virtual visits by non-physicians are not covered. Where a Physician Assistant carries out part of the visit the physician must also see/speak with the patient.

DO continue to provide PCH care in person, unless you are ill or required to self-isolate. You can continue to use tariff 8000 for calls from PCH staff.

DO claim interpretations of any diagnostic tests (e.g., Audiograms, EKG, EEGs...) that are usually billed in addition to visits under the applicable tariff in addition

DO include start and stop times in your documentation.

DO claim rural and northern premiums if both you and your patient are outside of Winnipeg

DON'T

DON'T use the new tariff for phone advice you would normally have provided following an in-person visit, such as sharing normal test results.

DON'T invite patients to call for routine questions about COVID-19 and then claim a virtual visit. These are best directed to provincial online resources or Health Links.

DON'T claim a virtual visit on the same day as an in-person visit

DON'T claim office/home visit tariffs for services provided virtually.

DON'T claim after hours premiums unless the service is urgent/emergent nature.

If you have questions about virtual care and the new tariffs, please contact Roger Jamieson, Ian Foster or Braden Kalichuk at covid19@doctorsmanitoba.ca.

Tariff	Description (Fill)	Rate
	VIRTUAL VISIT	
8321	Virtual Visit by telephone or video	Paid equal to the regional history and examination rate for the physician's bloc of practice, or subsequent visit rate if no regional visit is listed.

A virtual visit by telephone or video is a service provided to a patient which shall be comprised of:

- A history of the presenting complaint(s);
- An assessment of the parts or systems related to the presenting complaint(s);
- A review of pertinent investigations;
- A complete written record and advice to the patient.

Notes:

- 1) May include advice and information to a patient or a patient's representative regarding health maintenance, diagnosis, treatment and/or prognosis, new prescription and prescription renewal.
- 2) Services must be personally rendered by the physician, i.e., no claim may be made for a virtual visit in which only a physician proxy, e.g., nurse or clerk, participates.
- 3) A maximum of one virtual visit per patient per day may be claimed.
- 4) After Hours Premiums may not be claimed in addition, except for urgent or emergent communications.
- 5) Medical services provided must be documented in the patient chart and such documentation is required upon request by Manitoba, to support the claim submitted.
- 6) Start and stop times must be denoted on the medical claim.
- 7) Regional differentials shall apply only to physicians who are located in Brandon, rural or northern areas, and who are providing care to patients in that area.

Tariff	Description (Fill)	Rate
VIRTUAL PSYCHOTHERAPY		
8533	Virtual psychotherapy by telephone or video	\$49.40

Notes:

- 1) May only be claimed by a specialist in Psychiatry
- 2) Tariff rate is payable for each of the first two full fifteen (15) minute periods and for each additional fifteen (15) minute period or major portion thereof.
- 3) A minimum of a full thirty (30) minute period and a maximum of ninety (90) minutes of psychotherapy (in person and virtual) may be claimed per patient per day.
- 4) Where psychotherapy sessions with a patient extend beyond the two and one-half (2 ½) hours in any seven (7) day period, a written report is required.
- 5) Medical services provided must be documented in the patient chart and such documentation is required upon request by Manitoba, to support the claim submitted.
- 6) Start and stop times must be denoted on the medical claim.
- 7) Regional differentials shall apply only to physicians who are located in Brandon, rural or northern areas, and who are providing care to patients in that area.

Tariff	Description (Fill)	Rate
VIRTUAL CONSULTATIONS		
8535	Virtual consultation by telephone or video	Rate: Paid equal to the consultation tariff (8550, 8553, 8556, 8516, 8617 or 8557) for the physician's bloc of practice
8521	Virtual consultation telephone or video, involving child or geriatric patient, by a psychiatrist.	Rate: Paid equal to the consultation tariffs (8662, 8554)
	Tariff 8535 and 8521 may be billed for consultations involving virtual (by telephone or video) encounters with the patient.	
Notes:	<ol style="list-style-type: none"> 1) With the exception of the requirement for an in-person physical exam, the Physician's Manual Rules of Application 7-10 apply. 2) Services must be personally rendered by the physician, i.e., no claim may be made for a virtual visit in which only a physician proxy, e.g., nurse or clerk, participates. 3) After Hours Premiums may not be claimed in addition, except for urgent or emergent communications. 4) Medical services provided must be documented in the patient chart and such documentation is required upon request by Manitoba, to support the claim 5) Start and stop times must be denoted on the medical claim. 6) Regional differentials shall apply only to physicians who are located in Brandon, rural or northern areas, and who are providing care to patients in that area. 7) Where a subsequent in-person service is provided to the patient or the same condition by the physician, the physician shall be entitled to claim a regional or subsequent examination fee for the in-person service, notwithstanding that the in person service, has been provided within sixty (60) days of the virtual consultative assessment service. After 60 days from the consultation, a complete examination may be claimed where rendered in person. 8) When claiming 8521: <ol style="list-style-type: none"> (a) Patient must be under eighteen (18) years of age; or, (b) The patient must be at least seventy (70) years of age, and, for the purposes of geriatric patients, Tariff 8521 may be claimed only by a physician holding certification as a geriatric psychiatrist with the Royal College of Physicians and Surgeons of Canada or as designated by the WRHA Mental Health Program. 	

Tariff	Description (Fill)	Rate
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VIRTUAL PSYCHIATRIC CARE BY PSYCHIATRISTS

8786	Virtual psychiatric care by telephone or video	\$62.40
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- Notes:
- 1) A minimum of a full fifteen (15) minute period and a maximum of thirty (30) minutes (of 8786 and 8584 combined) may be claimed per patient per day.
 - 2) Tariff rate is payable for the first full fifteen (15) minute period and for the second fifteen (15) minutes or major portion thereof.
 - 3) Services must be personally rendered by the physician, i.e., no claim may be made for a virtual visit in which only a physician proxy, e.g., nurse or clerk, participates.
 - 4) After Hours Premiums may not be claimed in addition, except for urgent or emergent communications.
 - 5) Medical services provided must be documented in the patient chart and such documentation is required upon request by Manitoba, to support the claim submitted.
 - 6) Start and stop times must be denoted on the medical claim.
 - 7) Regional differentials shall apply only to physicians who are located in Brandon, rural or northern areas, and who are providing care to patients in that area.

Tariff	Description (Fill)	Rate
VIRTUAL PSYCHOTHERAPY - NON-PSYCHIATRIST		
8655	Virtual psychotherapy by telephone or video	\$40.00
Notes:	<ol style="list-style-type: none"> <li data-bbox="240 321 1279 443">1) These benefits apply to services of physicians who are not certified specialists in Psychiatry and apply only when it has been determined during a regular office visit or virtual visit that a course of psychiatric treatment is necessary and the patient has an established relationship with the physician. <li data-bbox="240 474 1073 562">2) New patients seeking treatment for anxiety symptoms related to the Covid-19 Pandemic will be referred to online cognitive behavior therapy services and other resources. <li data-bbox="240 625 1036 714">3) Tariff rate is payable for each of the first two full fifteen (15) minute periods and for each additional fifteen (15) minute period or major portion thereof. <li data-bbox="240 777 1036 865">4) A minimum of a full thirty (30) minute period and a maximum of ninety (90) minutes of psychotherapy (in person and virtual) may be claimed per patient per day. <li data-bbox="240 896 1036 984">5) Where psychotherapy sessions with a patient extend beyond the two and one- half (2 ½) hours in any seven (7) day period, a written report is required. <li data-bbox="240 1016 1003 1104">6) Medical services provided must be documented in the patient chart and such documentation is required upon request by Manitoba, to support the claim submitted. <li data-bbox="240 1136 979 1163">7) Start and stop times must be denoted on the medical claim. <li data-bbox="240 1203 1279 1266">8) Regional differentials shall apply only to physicians who are located in Brandon, rural or northern areas, and who are providing care to patients in that area. 	

Tariff	Description (Fill)	Rate
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CHRONIC CARE - VIRTUAL VISIT

8527	Chronic care virtual visit by telephone or video	\$33.45
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- Notes:
- 1) With the exception of the requirement for an in-person physical exam, the Manitoba Physician's Manual, Rule of Application 16 is deemed to apply to this Chronic Care – Virtual Visit tariff. When chronic care visits are provided virtually, tariff 8527 may be claimed for these services. Tariff 8321, "Virtual visit by telephone or video," may be claimed for virtual visits provided to patients for acute illnesses in acute phases.
 - 2) Medical services provided must be documented in the patient chart and such documentation is required upon request by Manitoba, to support the claim submitted.
 - 3) Start and stop times must be denoted on the medical claim.
 - 4) Regional differentials shall apply only to physicians who are located in Brandon, rural or northern areas, and who are providing care to patients in that area

Tariff	Description (Fill)	Rate
COMPREHENSIVE VIRTUAL ASSESSMENT BY GENERAL PRACTITIONER		
8442	<p>Comprehensive Virtual Assessment by telephone or video</p> <p>This is a service provided to a patient which will usually comprise of:</p> <ul style="list-style-type: none"> • A full patient history; • An inquiry into all relevant parts and systems required to made a diagnosis or differential diagnosis; • A review of results of investigations ordered by the physician; • A complete written or electronic record; and • Advice to the patient during the visit, and/or later, if appropriate. • Where medically indicated, a subsequent visit to advise the patient may be claimed. <p>Abnormal test results generally require a follow-up visit.</p>	<p>Rate: Paid equal to the complete visit tariff (8540, 8424 or 8500)</p>
Notes:	<ol style="list-style-type: none"> 1) May not be claimed within 60 days of a previous claim for Tariff 8442 or an in person Complete examination except in the case of certain illnesses, for example the continuing management of a chronic illness, when the physician deems it necessary to do a more extensive examination, in which case Tariff 8442 may be allowed by Special Report. 2) May include advice and information to a patient or a patient's representative regarding health maintenance, diagnosis, treatment and/or prognosis, new prescription and prescription renewal. 3) Payable only where an in-person visit is not clinically indicated. Where during the course of the assessment it is determined that an in person visit is clinically indicated the physician shall bill a regional virtual visit (e.g.Tariff 8321) and an in person Complete Examination may be scheduled and claimed. 4) Services must be personally rendered by the physician, i.e., no claim may be made for a virtual visit in which only a physician proxy, e.g., nurse or clerk, participates. 5) A maximum of one virtual visit per patient per day may be claimed. 6) After Hours Premiums may not be claimed in addition, except for urgent or emergent communications. 7) Medical services provided must be documented in the patient chart and such documentation is required upon request by Manitoba, to support the claim submitted. 8) Start and stop times must be denoted on the medical claim. 9) Regional differentials shall apply only to physicians who are located in Brandon, rural or northern areas, and who are providing care to patients in that area. 	

Tariff	Description (Fill)	Rate
COMPREHENSIVE VIRTUAL ASSESSMENT BY SPECIALIST		
8447	<p data-bbox="235 252 998 294">Comprehensive Virtual Assessment by telephone or video</p> <p data-bbox="235 315 1307 420">A comprehensive virtual assessment by telephone or video is a service that will vary from specialty to specialty and is intended for the provision of ongoing care provided by specialists for complex patients. It may be comprised of:</p> <ul data-bbox="235 420 1307 630" style="list-style-type: none"> • A full history of the presenting complaint(s); • Inquiry concerning the affected part, region or system; • An assessment of the parts or systems related to the presenting complaint(s), as needed to make a diagnosis, exclude disease and /or assess function; • A review of pertinent investigations; • A complete written record and advice to the patient. 	<p data-bbox="1323 252 1518 535">Rate: Paid equal to the complete visit tariff (8540, 8503, 8504, 8543 or 8544) for the physician's bloc of practice.</p>
Notes:	<p data-bbox="235 682 324 724">Notes:</p> <ol data-bbox="235 745 1307 1629" style="list-style-type: none"> 1) May not be claimed within 60 days of a previous claim for Tariff 8447 or an in person Complete examination except in the case of certain illnesses, for example the continuing management of a chronic illness, when the physician deems it necessary to do a more extensive examination tariff, in which case Tariff 8447 may be allowed by Special Report. 2) May include advice and information to a patient or a patient's representative regarding health maintenance, diagnosis, treatment and/or prognosis, new prescription and prescription renewal. 3) Payable only where an in-person visit is not clinically indicated. Where during the course of the assessment it is determined that an in person visit is clinically indicated the physician shall bill a regional virtual visit (e.g. Tariff 8321) and a in person Complete Examination may be scheduled and conducted. 4) Services must be personally rendered by the physician, i.e., no claim may be made for a virtual assessment in which only a physician proxy, e.g., nurse or clerk, participates. 5) A maximum of one virtual visit per patient per day may be claimed. 6) After Hours Premiums may not be claimed in addition, except for urgent or emergent communications. 7) Medical services provided must be documented in the patient chart and such documentation is required upon request by Manitoba, to support the claim submitted. 8) Start and stop times must be denoted on the medical claim. 9) Regional differentials shall apply only to physicians who are located in Brandon, rural or northern areas, and who are providing care to patients in that area. 	

Tariff	Description (Fill)	Rate
VIRTUAL VISIT (AGE 65-69) BY GENERAL PRACTITIONER		
8284	Virtual Visit by telephone or video - patient aged 65-69 years	\$40.10
A virtual visit by telephone or video is a service provided to a patient which shall be comprised of:		
<ul style="list-style-type: none"> • A history of the presenting complaint(s); • An assessment of the parts or systems related to the presenting complaint(s); • A review of pertinent investigations; • A complete written record and advice to the patient. 		
Notes:	<p>1) May include advice and information to a patient or a patient's representative regarding health maintenance, diagnosis, treatment and/or prognosis, new prescription and prescription renewal.</p> <p>2) Services must be personally rendered by the physician, i.e., no claim may be made for a virtual visit in which only a physician proxy, e.g., nurse or clerk, participates.</p> <p>3) A maximum of one virtual visit per patient per day may be claimed.</p> <p>4) After Hours Premiums may not be claimed in addition, except for urgent or emergent communications.</p> <p>5) Medical services provided must be documented in the patient chart and such documentation is required upon request by Manitoba, to support the claim submitted.</p> <p>6) Start and stop times must be denoted on the medical claim.</p> <p>7) Regional differentials shall apply only to physicians who are located in Brandon, rural or northern areas, and who are providing care to patients in that area.</p>	

Tariff	Description (Fill)	Rate
VIRTUAL VISIT (AGE 70+) BY GENERAL PRACTITIONER		
8285	Virtual Visit by telephone or video - patient aged 70 years and over	\$44.50
	A virtual visit by telephone or video is a service provided to a patient which shall be comprised of:	
	<ul style="list-style-type: none"> • A history of the presenting complaint(s); • An assessment of the parts or systems related to the presenting complaint(s); • A review of pertinent investigations; • A complete written record and advice to the patient. 	
Notes:	<p>1) May include advice and information to a patient or a patient's representative regarding health maintenance, diagnosis, treatment and/or prognosis, new prescription and prescription renewal.</p> <p>2) Services must be personally rendered by the physician, i.e., no claim may be made for a virtual visit in which only a physician proxy, e.g., nurse or clerk, participates.</p> <p>3) A maximum of one virtual visit per patient per day may be claimed.</p> <p>4) After Hours Premiums may not be claimed in addition, except for urgent or emergent communications.</p> <p>5) Medical services provided must be documented in the patient chart and such documentation is required upon request by Manitoba, to support the claim submitted.</p> <p>6) Start and stop times must be denoted on the medical claim.</p> <p>7) Regional differentials shall apply only to physicians who are located in Brandon, rural or northern areas, and who are providing care to patients in that area.</p>	