

Community Health Connections Health Home Billable Services

The delivery of one of the five (5) Health Home Core Services (exclusive of HIT) can be delivered via the following means.

Electronic Communications (email and text messages)

- Electronic communications including emails and text messages are considered billable if one of the Health Home Core Services are provided **and** a response is received from the Member, provider, provider's staff member or another individual who is a part of the care team.

Phone Communication

- Phone communication is billable if one of the Health Home Core Services are provided by speaking with the Member, provider, provider's staff member or another individual who is a part of the care team.
- If a voicemail is left and is returned by the Member, provider, provider's staff member or another individual who is a part of the care team.

Face-to-Face Communication

- Face-to-face communication with a Health Home Member, provider, provider's staff member or another individual who is a part of the care team or any other collaterals shall be considered billable when a Core Service is provided.

The below services are **not** considered billable.

- Mailing a letter.
- Emailing a Member without receiving a response.
- Texting a Member without receiving a response.
- Receiving information from or regarding a Health Home Member, including letters, faxes, voicemails and emails.
- Leaving a single voicemail for the Member, provider, provider's staff member or another individual who is a part of the care team.
- Any interaction with or on behalf of a Member that does not provide one of the five (5) Health Home Core Services, regardless of mode of delivery, is not considered billable.
- Contact made solely to "check-in" with the Member when a Health Home Core Service is **not** provided.