

OFFICIAL COMMUNICATION

OPERATIONAL NETWORK MANAGEMENT DEPARTMENT

April 21, 2020

TO ALL PARTICIPATING MCS ADVANTAGE, INC. PRIMARY PHYSICIANS

TeleHealth (simultaneous audio and video) as an alternative to submitting CHRAs

Greetings from MCS Advantage, Inc. (MCS Advantage). We appreciate the efforts you are making to meet all our members' needs during the public health emergency caused by COVID-19. At MCS Advantage, we will support any initiative that facilitates your office's operation.

On April 10, 2020, the Centers for Medicare and Medicaid Services (CMS) clarified that diagnoses received for services through TeleHealth apply to the risk assessment process, as long as the services are provided using a real-time communications system. In other words, an interactive audio and video system.

In line with this initiative, in MCS we have adapted our E-CHRA tool, so that **starting April 22, 2020, you will be able to complete the Comprehensive Health Risk Assessment (CHRA) for your patients using** audio and visual methods simultaneously. This will allow you to complete the entire assessment process and select the type of encounter you used when submitting the CHRA, either through *Face to Face* or simultaneous audio and video (TeleHealth).

We urge you to evaluate your electronic tools to maximize your remote assessment services and complete the CHRA during this emergency period. If you have any questions, contact our Provider Service Call Center at 787.620.2535 (metro area) or 1.800.981.4766 (toll free), Monday to Friday from 8:00 a.m. to 5:00 p.m., and Saturday from 8:00 a.m. to 1:00 p.m. You can also contact your assigned Service Specialist.