

Telerehabilitation (telerehab) Frequently Asked Questions—Providers

How does telerehab benefit the injured worker?

The use of telerehab to treat Workers' Compensation (WC) patients keeps them engaged in treatments, while allowing them to safely stay at home.

How does telerehab benefit the therapy Provider?

The use of telerehab allows the therapy Provider to progress toward goals established prior to telerehab and it also allows them to begin treating new patients.

How does telerehab benefit the Payor, adjuster or nurse case manager?

The use of telerehab allows the Payor, adjuster, or nurse case manager to know injured workers are making progress toward return-to-work goals.

Who is appropriate for telerehab?

Bardavon has developed a clinical guided workflow to ensure that Bardavon-managed patient cases continue receiving personalized patient care pathways, whether in-clinic, telerehab, or blended.

What services are appropriate for telerehab?

Most patient services in Physical Therapy/Occupational Therapy are appropriate for telerehab.

Who can treat using telerehab?

Telerehab can be provided by most therapy Providers. Please follow state-specific practice acts.

Will telerehab change the way I receive communications?

No. Bardavon will still provide the highest level of customer service and keep you informed about the injured workers under your care.

Will I still document in bNOTES® or bNOTES Connect™ for telerehab patients?

Yes. Please use bNOTES or bNOTES Connect to document all Bardavon patients.

What are the rates for telerehab?

Telerehab is billed the same way as in-clinic visits. Claims will be differentiated by a **02** placed in the Place of Service field on the billing claim.

Does the use of telerehab change the way Bardavon sends referrals?

No. The referral process does not change. It is still necessary to get authorization by the adjuster and/or physician before utilizing telerehab.

How do I get involved in Bardavon's telerehab offering?

Bardavon has entered a technology alliance with BlueJay Mobile Health for telerehab. To learn more email provideraccounts@bardavon.com.

If I am performing telerehab and using bNOTES or bNOTES Connect how do I complete billing?

In addition to entering codes and units per standard process, bNOTES and bNOTES Connect Providers need to enter 1 unit of TELER in the billing screen.

If I am performing telerehab and do not use bNOTES, what codes do I use to bill for services?

Complete billing as you normally would, making sure to include a Place of Service and modifiers that indicate that services were performed using telerehab.