



## Notice to Insurer and Provider Users of HCAI - Signaling of Virtual Services

In a time when many businesses have moved to a virtual workspace, HCAI understands it can be challenging to signal or determine if a health service or assessment is delivered remotely. Here are some quick tips to help providers and insurers identify remote services on an OCF.

- HCAI accommodates the use of **attribute codes** to indicate that certain goods and services were delivered remotely. These attribute codes are IN (indirect delivery) and SD (self-directed delivery).
- However, attribute codes cannot be used for every good and service. Where an attribute code cannot be used, facilities can use the **narrative portions of the OCF** to indicate remote delivery.

You may input/see an attribute code next to the following CCI codes:

- **Codes that begin with 1.** (E.g. 1.EL.02)
- **Codes that begin with 6.** (E.g. 6.VA.30)
- **Codes that begin with 7.** (E.g. 7.SC.01)

Goods and services codes that begin with any other number or letter might have been delivered remotely, but they cannot have an attribute in HCAI. In this case, facilities can use the narrative portions of the form, such as the Additional Comments section, to explain that the service is delivered virtually.

- **Goods and services codes that begin with the letter A, G, H, or I** are GAP codes. In order to signal/see if a GAP code was delivered remotely, look to the narrative portions of the form. Facilities cannot use attributes to convey that a GAP code is delivered remotely.
- **Goods and services codes that begin with the letter M** are MIG (Minor Injury Guideline) codes. In order to signal/see if a MIG code is delivered remotely, look to the narrative portions of the form. Facilities cannot use attributes to convey that a MIG code is delivered remotely.
- **Goods and services codes that begin with S** are a type of GAP code called a session code. Review [HCAI's bulletin](#) which was distributed in early May for further details about session codes.

For more detailed information about remote services, please review HCAI's previous communication, [How to Indicate Remote/Virtual Services in HCAI](#).