# Ontario Health Virtual Visits Verification Program

**March 8, 2021** - Ontario Health, working with the Ministry of Health and OntarioMD, has established a provincial standard and verification process for virtual care solutions. MEDITECH is committed to being a verified solution in the program which will allow provincial providers to continue billing for video visit services. We are actively engaged with Ontario Health and are awaiting further guidance from the Ministry of Health on specific timelines and expiration of temporary K-codes.

## MEDITECH's Virtual Visits Verification Plans

MEDITECH has conducted a thorough review of the Ontario Health Virtual Visits program's mandatory requirements. We understand the impact to providers and their ability to bill for video visit services. You have our commitment to ensure providers using our software can continue to do so; we will keep you updated on our verification efforts, timeline, and any associated software change impacts.

## Overview

Ontario Health, formerly Ontario Telemedicine Network (OTN), has developed provincial standards for virtual visits addressing two types of services: video conferencing and secure messaging.

- The purpose of these standards is to assist providers in selecting the virtual care solution that best meets their care delivery needs, while ensuring clinical encounters are secure and patient privacy is protected.
- The standards are intended to ensure virtual care services are delivered using safe, secure, and interoperable platforms. These standards were developed in consultation with healthcare organizations and clinicians across the province.
- Ontario Health has established a process where solutions are verified against the program requirements. A list of solutions that have successfully completed the process will be published by Ontario Health on their Ontario Health website.
- The provincial standards will continue to evolve as virtual visit solutions mature and Ontario Health will provide notice of future updates to the requirements.
- It is expected the Virtual Visits Verification process will be leveraged by the Ontario Virtual Care Program and other ministry programs.

## Approved Technology And Temporary K-Codes

In November 2019, the Ministry of Health announced amendments to its Virtual Care Program (formerly called the Telemedicine Program). The amendments enabled the delivery of direct-to-patient video visits with the requirement that Ontario Telemedicine Network technology be used. The ministry also stated their plan to allow clinicians to use virtual care technologies other than those offered by OTN, *with the condition those other solutions be verified by Ontario Health.*

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*Note: This information is based on what we know today and is subject to change.*

On March 13, 2020, the Ministry of Health announced, in support of the government's efforts to limit the spread of COVID-19, the establishment of temporary K-codes for the provision of assessments or counseling to patients or their representatives by telephone or video. The following are key points:

- These K-codes do not require OTN approved technology and went into effect on March 14, 2020.
- To date, no expiration date has been set for the temporary K-codes.
- The Ministry of Health is expected to announce an expiration date for the K-codes in the near future. When that expiration date is reached, use of virtual care solutions verified against the provincial standards will be required in order for providers to bill for those services.

MEDITECH continues to closely monitor the Ministry of Health site for announcements regarding the status of the temporary K-codes.

## Resources

- Virtual Visit Solutions For Providers
- Virtual Visit Solution Verification Process
- Verification FAQ For Providers
- Adopting And Integrating Virtual Visits Into Care: Draft Clinical Guidance
- Virtual Care INFOBulletins.

## Questions

Contact MEDITECH's Regulatory Mailbox

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