

OPTOMETRY BULLETIN

October 1, 2020

Important Information on Non-Face-to-Face Services Provided During Pandemic.

Eligible dates of service have been extended to **December 31, 2020**.

Optometrists may claim for the following services when they are provided non-face-to-face (via telephone or *Personal Health Information Act* [PHIA] compliant virtual care platform):

- 03.03 CNTC
- 03.03 CCDX

Please submit your claims for encounters as you normally would, using your normal practice location. For all services not rendered face-to-face at that location, **include the following text on the claim to denote the mode of synchronous care delivery:**

- If the service was provided via phone call: **Pandemic telephone**
- If the service was provided over a PHIA-compliant virtual care platform: **Pandemic virtual care**

These will be paid at the current tariff remuneration rates, consistent with current frequency limits. Eligible dates are March 25, 2020 to December 31, 2020.

The terms of the non-face-to-face services remain consistent with the previously published bulletin from [May 2020](#).