



Remote Services Location Codes FAQ

Release Date: 01/21/2022

This document provides information about location codes used for remote services.

“Telehealth Home” vs “Telehealth” 1

1. What is the difference between the Location Codes “Telehealth” and “Telehealth Home”? 1
2. If my client is in an STRTP and I provide telehealth services, which location code do I use?..... 1
3. Do we still need to input the address or confirm their address when providing telehealth services? 1

Additional Resources for Staff

QM Website	Your one stop shop for QM resources.
QM Documentation Manual	Contains more detailed information about all the location codes that are used in our system.
QM Medication Support Quick Guide	Provides detailed information on Service Codes and Telehealth location codes in a table format for easy reference.
HS BHRS ASK QM@smcgov.org	Got questions? Send them to Ask QM.

“Telehealth Home” vs “Telehealth”

1. What is the difference between the Location Codes “Telehealth” and “Telehealth Home”?

“Telehealth Home” should be used only when the client is located at their home while receiving services via telehealth. For telehealth services provided when client is located elsewhere (any location that is not client’s home and is not a lockout location), continue to use the regular “Telehealth” location code.

Remember, both the “Telehealth” and “Telehealth Home” location codes should only be used if you have a visual of the client on video.

2. If my client is in an STRTP and I provide telehealth services, which location code do I use?

When providing telehealth services to clients who are located at a Short Term Residential Therapeutic Program (STRTP) [e.g., Canyon Oaks Youth Center, Elysian], use location code: “Telehealth Home.”

3. Do we still need to input the address or confirm their address when providing telehealth services?

Yes. This is a [BBS requirement](#). Client’s location should be documented at the beginning of every progress note when services are being provided remotely.