



**ITASCA MEDICAL CARE (IMCare)**  
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***PROVIDER UPDATE***

***April 2020***  
***#2020-12***

To: IMCare Providers  
From: Sarah Duell, IMCare Director  
Date: April 21, 2020  
RE: Allowing phone or video use for targeted case management visits

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IMCare has waived requirements temporarily for face-to-face visits for Minnesotans on Medical Assistance who receive certain targeted case management services. This means case managers can conduct targeted case management visits by phone or video with adults receiving services or their legal guardians and with children receiving services and their parents or legal guardians. Unallowable methods of contact remain: emails, texts, faxes and voicemail.

The affected programs include:

- Children's mental health targeted case management
- Adult mental health targeted case management

When submitting a TCM claim for a telephone or video-conferencing contact in lieu of in person face-to-face contact, use the face-to-face procedure code and modifier. Document in the case noting which method of delivery, telephone or video-conferencing, was used in lieu of in-person face-to-face contact for purposes of COVID-19. IMCare has the authority to conduct a post-payment review of files.

This change is effective March 19, 2020, and runs through the end of public health emergency.