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Meeting | Help


2020.03.19 - IHCP Live (Telemedicine).pptx

## Definitions

**Telemedicine** – use of videoconferencing equipment to allow a medical provider to render an exam or other service to a patient at a distant location

- Distant Site – location of the **Provider**
- Originating Site – location of the **Member**

**Telehealth** - remote monitoring of clinical data through technologic equipment in the member's home



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## Covered Telemedicine Services

- Through the duration of the Governor's Declaration of Public Health Emergency for Coronavirus Disease 2019 Outbreak, the IHCP will allow reimbursement for most services delivered through telemedicine.

The following services will not be reimbursable through telemedicine:	
Surgical procedures	Audiological services
Radiological services	Chiropractor services
Laboratory services	DME/HME providers
Anesthesia services	Provider to provider consultations
Care coordination without member present	



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**Chat 4 (Everyone)**

Carrie Cadwell: (1) Under the CMHC MRO program, we submit on a roll-up not individual claims basis and some limited services are already able to be phone based. More informational, there may be concerns bc of roll-up on actual collectoin of GT modifier

Pam Hartman: Billing- Are PA's required? Clear coding and pricing list with modifiers.

Scott Pillar, OMPP: Amy S - please send your questions to [DMPPProviderRelations@FSSA.in.gov](mailto:DMPPProviderRelations@FSSA.in.gov)

Denise, Carrie Cadwell are typing...

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## Telemedicine Technologies

- Must provide real-time, interactive consultation between a provider and a patient:
  - Computers
  - Telephones
  - Television monitors
- **Excludes emails or text messages**



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Chat 4 (Everyone)

Scott Piller, OMPP: Amy S - please send your questions to [OMPPProviderRelations@FSSA.in.gov](mailto:OMPPProviderRelations@FSSA.in.gov)

Scott Piller, OMPP: We will answer questions at the end of the presentation.

Denise: Will there be a section devoted to schools?

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## Documentation Requirements

- Appropriate consent from the member
- Services rendered via telemedicine
- Location of both the provider and the member

**KEY REMINDER:** The distant site and the originating site may be the provider and member's home, respectively.



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Chat 4 (Everyone)

Denise: Will there be a section devoted to schools?

Carrie Cadwell: (2) Approved telemedicine codes use as currently established runs risk of hospitals having reimbursement rates substantially impacted. Will HAF/facility fees be allowed during this time?

daniel ellav: (1) Could you please confirm that telemedicine services are included when calculating risk adjustments for Medicaid Managed Care Plans. (2) CMS relaxed cross-state licensing and enrollment requirements for Medicare. Has Indiana implemented anything similar for Medicaid Managed Care in order to facilitate some short term response to the pandemic?

Tracy Brunner is typing...

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## Billing Instructions (Service on the Telemedicine Code Set)

<b>Covered Procedure Codes</b>	See <i>Telemedicine Services Codes</i> on the <i>Code Sets</i> webpage
<b>Place of Service Code</b>	02 ( <i>Telemedicine</i> )
<b>Modifier</b>	95 ( <i>Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunications system</i> )

**KEY REMINDER:** Claims must include both the Place of Service code and Modifier, or the claim will deny.



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Chat 4 (Everyone)

Anthony Smith: Can the consent from the member be verbal?

Tracy Brunner: Please share copies of school-specific Q&A with the Indiana Office of Special Ed [specialeducation@doe.in.gov](mailto:specialeducation@doe.in.gov)

Carol Hoppe: Please clarify what codes are to be used for telephone-only versus televideo conferencing.

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## Billing Instructions (Service Not On Telemedicine Code Set)

<b>Covered Procedure Codes</b>	Must be valid procedure code(s) for the IHCP covered service
<b>Place of Service Code</b>	Use most appropriate code reflecting where the member is located
<b>Modifier</b>	GT ( <i>via interactive audio and video telecommunication systems</i> )

**KEY REMINDER:** For procedure codes not on the telemedicine code set, DO NOT bill with Place of Service code 02 and Modifier 95.



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Chat 4 (Everyone)

Carol Hoppe: Please clarify what codes are to be used for telephone-only versus televideo conferencing.

A&C YBHowe: What documentation methods will be approved for patient consent?

Nicole Harper: do you need to document the actual evaluation (i.e. upload the 'visit' in the documentation) or is it sufficient just to document the consent & location?

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## For Distant Site (Provider Location)

	Services on Telemedicine Code Set	Services Not On Telemedicine Code Set
<b>Procedure Code</b>	Use a procedure code from the code set	Use an IHCP-covered procedure code*
<b>Modifier</b>	95	GT
<b>Place of Service Code</b>	02	Use the appropriate code for member location

\*See Slide 3 for excluded services or provider types



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Chat 4 (Everyone)

**Ben Thomas:** Is place of service code 02 and modifier is G1?

**Guest 2:** Do you just add the modifier to the modifiers we are all ready using?

**Jessica:** can home health provide Telehealth?

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## For Originating Site (Member Location)

	Professional Claim	Institutional Claim
<b>Procedure Code</b>	Q3014	Q3014
<b>Modifier</b>	95	95
<b>Revenue Code</b>	N/A	780 – Telemedicine - General

**KEY REMINDER:** Providers are not allowed to bill for an originating site fee when members utilize telemedicine from their homes.



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Chat 4 (Everyone)

**Quest 2:** Do you just add the modifier to the modifiers we are all ready using?

**Jessica:** can home health provide Telehealth?

**Kathryn Box:** Are there any options for providing and billing for virtual services for hospital-based locations that only bill a facility charge (i.e. PT/OT, pharmacy (anti-coag), diabetes and nutrition therapy (RDs and nutrition therapists))?

Emma downs is typing...

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Used only when the patient travels to an originating site to receive services from a distant site.


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## FQHC-Specific Billing Instructions\*

Distant Site (Provider Location)	Telemedicine Code Set	Non Telemedicine Code Set
<b>Covered Procedure Codes</b>	T1015 (with code from code set)	T1015 (with other IHCP-covered code)
<b>Place of Service Code</b>	11, 12, 31, 32, 50, or 72	11, 12, 31, 32, 50, or 72
	02	<b>(Do not use 02)</b>
<b>Modifier</b>	95	GT

**KEY REMINDER:** The procedure code(s) being billed must be a valid encounter.




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## FQHC-Specific Billing Instructions

Originating Site (Member Location)	
<b>Covered Procedure Codes</b>	T1015 Q3014
<b>Place of Service Code</b>	11, 12, 31, 32, 50, or 72
	02
<b>Modifier</b>	95



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Slides will be posted on the IHCP website in the next couple of days.

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## School-Specific Billing Instructions

Distant Site (Provider Location)	Telemedicine Code Set	Non Telemedicine Code Set
<b>Covered Procedure Codes</b>	Procedure code from the child's Individualized Education Program (IEP)	IHCP-covered procedure code from the child's Individualized Education Program (IEP)
<b>Place of Service Code</b>	02	<b>(Do not use 02)</b>
<b>Modifier</b>	95, TM	GT, TM



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Chat 4 (Everyone)

**Caroi Hoppe:** What differences are required for FQHC/RHC providers?

**Carrie Cadwell:** So any new tele service reimbursement is not impacted but if we use codes for the approved code set we are to experience a reimbursement reduction? this would be on top of the facility/enhance hospital fee loss? Am I understanding correctly? TY

**Mindy Benzler:** Does the consent need to state the service is done via telemedicine? Or would a regular release of information suffice?

*Ann Colvert is typing...*

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## What is the reimbursement rate for telemedicine services?

*Services will be reimbursed at their standard fee schedule rate.*



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Chat 4 (Everyone)

**Mindy Benzler:** Does the consent need to state the service is done via telemedicine? Or would a regular release of information suffice?

**Dawn Coburn:** Can Presumptive Eligibility be completed with a member via tele?

**Anthony Smith:** Is the non-telemedicine code set considered administrative?

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### Are there geographic limitations for telemedicine services?

*There are no geographic limitations, and there are no limitations on the location for either the provider or the member.*

*The member or provider may utilize their homes to receive or provide services, respectively.*



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Chat 4 (Everyone)

**Mindy Benzler:** Does the consent need to state the service is done via telemedicine? Or would a regular release of information suffice?

**Dawn Coburn:** Can Presumptive Eligibility be completed with a member via tele?

**Anthony Smith:** Is the non-telemedicine code set considered and administrative?

*Monica Price Kowaleski, Gail Jenkins are typing...*

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### Does this guidance apply to all IHCP programs?

*Yes, this guidance applies to both Traditional Medicaid (fee-for-service) as well as all managed care programs (HIP, Hoosier Care Connect, and Hoosier Healthwise).*

*Limited benefit packages (such as Package E) allow telemedicine if the procedure code being billed is covered under the member's plan.*



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Chat 4 (Everyone)

**Anthony Smith:** Is the non-telemedicine code set considered and administrative?

**Monica Price Kowaleski:** If you are reading from a script, would it be possible for you to share that script?

**Amy S:** What evidence will suffice for consent - a parent email saying they can do tele services for school?

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### Can Applied Behavioral Analysis (ABA) therapy be performed through telemedicine?

*Yes, ABA therapy will be reimbursed through telemedicine at this time.*



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Chat 4 (Everyone)

**Emma downs:** Physical Therapy seems to be a huge area of concern - is it up to the provider to determine if they think their service can really be provided through the phone - no video

**Jennifer Eller 2:** I cannot hear this webinar so a recording will be very helpful.

**Gail Jenkins:** Are we able to bill facility services for telemedicine?

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### Can physical therapy be performed through telemedicine?

*Yes, physical therapy may be performed through telemedicine.*



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Chat 4 (Everyone)

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Victoria H is typing...

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### Can dentistry services be performed through telemedicine?

*No, the IHCP is not allowing teledentistry to be performed through telemedicine at this time.*



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### Are Medicaid Rehabilitation Option (MRO) services allowed through telemedicine?

*Yes, MRO services are allowed through telemedicine.*



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Chat 4 (Everyone)

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I'm looking for specific guidance around license requirements, supervision, or other concerns for telemedicine.

*As long as providers are acting within the scope of their licensure, the IHCP is allowing and encouraging telemedicine as much as possible.*



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Chat 4 (Everyone)

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*Paul Kuczora, Evan Reinhardt are typing...*

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### Resources Available

- **What resources are available to further understanding telemedicine?**
  - [Regional Field Consultants](#)
  - [Provider Reference Materials](#)
  - [Provider Education](#)



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Chat 4 (Everyone)

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Everyone

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