April 3, 2020

State of Alabama
Press Release: Medicaid

AL Medicaid Temporarily Allowing Physical Therapy Services Through Telemedicine during COVID-19 Emergency

PDF Version

TO: Hospitals and Physical Therapists

In response to the Coronavirus Disease 2019 (COVID-19) pandemic, Medicaid is temporarily allowing covered physical therapy to be performed via telemedicine. This allowance should only be used for medically necessary services that can be appropriately delivered in a secure, confidential location. The therapy provider and recipient/caregiver must use an interactive audio/video telecommunications system.

Alabama Medicaid expects the provider to document in the medical record the reason for utilizing telemedicine during the COVID-19 emergency.

Beginning on April 7, 2020, providers may submit claims for dates of service March 16, 2020, through April 16, 2020. The dates may be extended depending on the length of the emergency. Providers may continue to see error codes on their remittance advices with claims payment during the COVID-19 emergency.

Providers should submit claim type UB04 or CMS 1500 with Place of Service Code '02' Telemedicine, modifier of 'CR' for catastrophic/disaster to assist with claims tracking.

For a listing of covered procedure codes, visit https://medicaid.alabama.gov/content/Gated/7.6.1G_Provider_Manuals/7.6.1.2G_Apr2020/Apr20_37.pdf for the Provider Billing Manual. Please note, this list could be revised as needed.

During the COVID-19 emergency, it is important to file claims as quickly as possible to ensure payment from Medicaid is made to Medicaid providers close to the date of service. The Centers for Medicare and Medicaid Services (CMS) has increased the federal matching percentage for the emergency time frame, but states can only receive the increased match on claims that are paid during the emergency.

Contacts:
Billing questions, please call the provider assistance center at (800) 688 7989.
Policy questions, please email beverly.churchwell@medicaid.alabama.gov, elizabeth.huckabee@medicaid.alabama.gov, or solomon.williams@medicaid.alabama.gov.