Steve Sisolak
Governor

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Director

DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Division of Health Care Financing and Policy
Helping people. It's who we are and what we do.

Suzanne Bierman, JD, MPH
Administrator

March 17, 2020

MEMORANDUM

To: Nevada Medicaid Providers

From: Suzanne Bierman, JD, Administrator

Subject: Telehealth Services

During such a critical time to provide continuity of care, the Division of Health Care Financing and Policy is providing informational support and direction when delivering services to Medicaid recipients.

The majority of Medical services can be delivered via telehealth with the exception of Psychosocial Rehabilitation (PSR), Basic Skills Training (BST), Group therapy, Occupational Therapy and Physical Therapy and medical services which require direct contact with the patient. Telehealth should be utilized when possible to minimize the risk of both patients and providers. While existing policy excluded standard telephone due to Federal Regulations, Centers for Medicare and Medicaid Services (CMS) has released the following guidance: *Medicaid already provides a great deal of flexibility to states that wish to use telehealth services in their programs. States can cover telehealth using various methods of communication such as telephonic, video technology commonly available on smart phones and other devices. No federal approval is needed for state Medicaid programs to reimburse providers for telehealth services in the same manner or at the same rate that states pay for face-to-face services.*

Medicaid Services Manual Chapter 3400
http://dhcfp.nv.gov/uploadedFiles/dhcfpnvgov/content/Resources/AdminSupport/Manuals/MSM/C3400/MSM_3400_17_07_27.pdf and the billing guide https://www.medicaid.nv.gov/Downloads/provider/NV_Billing_Telehealth.pdf state:

The DHCFP reimburses for telehealth services. The originating site must be located within the state. "Telehealth" is defined as the delivery of service from a provider of health care to a patient at a different location through the use of information and audio-visual communication technology, not including standard telephone, facsimile or electronic mail. Services provided via telehealth must be clinically appropriate and within the health care professional's scope of practice as established by its licensing agency. Services provided via telehealth have parity with in-person health care services. Health care professionals must follow the appropriate Medicaid Services Manual (MSM) policy for the specific service they are providing. If the originating site is enrolled as a Nevada Medicaid provider, they may bill HCPCS code Q3014 (Telehealth originating site facility fee).

Please note due to today's federal guidance the telephonic restriction will be lifted temporarily. The Divisions desire is for providers to continue to provide services to meet the client's level of need and if there are follow up questions regarding billing, DHCFP staff is happy to help with technical assistance dhcfp@dhcfp.nv.gov. Please title your email telehealth technical assistance.

Telehealth Resource Guide

March 18, 2020

Nevada Medicaid currently allows for the reimbursement of telehealth services. This guide has been created to aid providers in Nevada with helpful information regarding Nevada Medicaid Policy for telehealth and includes other resources and links that will help providers to maximize the use of telehealth services.

Telehealth is the use of a telecommunications system to substitute for an in-person encounter for professional consultations, office visits, office psychiatry services, and a limited number of other medical services.

Telehealth consists of an "originating site" and a "distant site". The originating site must be located within the State of Nevada and is the location where the recipient is. The originating site can be reimbursed if they are an enrolled Medicaid provider. If the originating site is the recipient's home or a location that is not enrolled in Nevada Medicaid, there is no reimbursement. The distant site is the location of the rendering provider. For reimbursement, this provider must be enrolled with Nevada Medicaid. Additionally, the rendering provider at the distant site must bill using the most appropriate CPT code and a 02 place of service code. Please see the billing guide for telehealth services for more specific information.

Services provided via telehealth must fall within the scope of practice of the rendering provider and must be clinically appropriate for delivery via telehealth. These services can include office visits, consultations, assessments, etc. Services that are not allowable within telehealth are those in which there is a need to be in-person such as basic skills training (BST), psychosocial rehabilitation (PSR), group therapy, occupational therapy and physical therapy and medical services which require direct contact with the patient.

If a service requires a prior authorization in-person, it will also require a prior authorization via telehealth.

During the response for the COVID-19 crisis, Nevada Medicaid may waive certain policy limitations that are currently identified in MSM Chapter 3400. Please see the specific COVID-19 telehealth memo for the most current information. Additionally, please monitor Nevada Medicaid's COVID-19 webpage as information may change frequently.

Questions should be directed to the following email address: dhcfp@dhcfp.nv.gov, please title your email telehealth technical assistance.

Medicaid Services Manual (MSM) Chapter 3400 (linked below) outlines the coverage and limitations of telehealth. Additionally, included below are useful links regarding telehealth services:

Please see the Nevada Medicaid COVID-19 telehealth response memo that provides information on telehealth allowances during the COVID-19 crisis, under Provider section:

http://dhcfp.nv.gov/covid19/

MSM Chapter 3400, Telehealth Services:

http://dhcfp.nv.gov/uploadedFiles/dhcfpnvgov/content/Resources/AdminSupport/Manuals/MSM/C3400/MSM_3400_17_07_27.pdf

Medicaid telehealth billing guide:

https://www.medicaid.nv.gov/Downloads/provider/NV_Billing_Telehealth.pdf

Medicaid.gov telemedicine resource:

https://www.medicaid.gov/medicaid/benefits/telemedicine/index.html

Telehealth resource center:

https://www.telehealthresourcecenter.org/who-your-trc/

National Frontier and Rural Telehealth (NFARtec) Education Center:

https://www.nfartec.org/technology-based-supervision-guidelines/

Webinars provided by the NFARtec:

https://www.nfartec.org/telehealth-tuesdays/

The Telehealth Resource Center is offering this upcoming webinar:

NCTRC Webinar - Telehealth and COVID-19

Description:

A special webinar from the National Consortium of Telehealth Resource Centers.
Hosting TRC: Great Plains Technical Resource and Assistance Center (gpTRAC)

Presented by:
Kerry Palakanis, DNP, APRN
Executive Director Connect Care Operations
Intermountain Healthcare

Art Saavedra, MD/PhD, MBA
Endowed Chair of Dermatology
Chief of Ambulatory Strategy and Operations
University of Virginia Health System

Description:
Telehealth can be a means to address COVID-19 through patient monitoring, treating and limiting exposure to infection for vulnerable populations, and protecting health care workers. Telehealth cannot only expand the reach of services to communities that have limited access to needed services, but also provide minimize exposure for both the health worker and patients who are at high risk for infection. This allows patients to receive health services away from settings where potential for contracting COVID-19 are high, such as hospitals and waiting rooms. The National Consortium of Telehealth Resource Centers will be holding a webinar exploring further uses and benefits of telehealth during the COVID-19 outbreak.

Time:
Mar 19, 2020 11:00 AM in Pacific Time (US and Canada)

To register: https://zoom.us/webinar/register/WN_qcJHiCQBShyg3cR-Gc5DjQ

*The webinar may be recorded to view if you missed being able to register.