New Telehealth Policies Expand Coverage for Healthcare Services

In order to ensure that all of our members have needed access to care, we are increasing the scope and scale of our use of telehealth services for all products for the duration of the COVID-19 emergency. These coverage expansions will benefit not only members who have contracted or been exposed to the novel coronavirus, but also those members who need to seek care unrelated to COVID-19 and wish to avoid clinical settings and other public spaces.

Effective immediately, the policies we are implementing include:

- Continuation of zero member liability (copays, cost sharing, etc.) for care delivered via telehealth
- Any services that can be delivered virtually will be eligible for telehealth coverage
- All prior authorization requirements for telehealth services will be lifted for dates of service from March 17, 2020 through the state of emergency
- Telehealth services may be delivered by providers with any connection technology to ensure patient access to care. Providers should follow state and federal guidelines regarding performance of telehealth services including permitted modalities.

Providers who have delivered care via telehealth should reflect it on their claim form by following standard telehealth billing protocols.

We believe that these measures will help our members maintain access to quality, affordable healthcare while maintaining the CDC’s recommended distance from public spaces and groups of people.

Additional Telehealth Guidance for Medicaid Providers

Payment parity: For telehealth visits that include audio and video, we will pay providers the same rates they would receive for a similar face-to-face visit.

- CPT codes: 99201-99215 billed with a GT modifier and place of service code 02 to indicate a service was rendered via synchronous telecommunication with audio and video.

Audio Telehealth Services: Licensed physicians, physician extenders, and licensed behavioral health providers can provide telehealth services using only audio. These services are reimbursed at lower rates.

- For existing patients, providers should use the CR modifier with one of the following procedure codes: 99441, 99442, 99443, or 99441 CG
- For new patients, providers should use the CR modifier with one of the following procedure codes: 99442 CG or 99443
Therapy Services (Audio and Video)
During this public emergency, Therapy Services can be provided via telehealth. This includes speech language pathology, and physical and occupational therapy. Services must be delivered in a manner that is consistent with the standards of care and all service components designated in the American Medical Association’s Current Procedural Terminology code set and the Florida Medicaid coverage policy.

Early Intervention Services (Audio and Video)
During this public emergency, Early Intervention Services (EIS) may be provided via telehealth by an eligible EIS provider to train a child’s caregiver in the delivery of care and guide the caregiver in the implementation of certain components of the child’s individualized family support plan to promote carryover of treatment gains. Providers are required to ensure caregivers can perform the tasks essential to foster optimal individual growth and development and minimize the impact of the child’s disability.

• For Early Intervention Individual Session: Family Training, use the GT modifier and procedure code T1027 SC. Limit: Four 15-minute units per day.