

Telemedicine/Telehealth

Telemedicine/telehealth is the use of a telecommunications system to render healthcare services when a physician or other licensed practitioner and an enrollee are not in the same location.

The telecommunications system shall include, at a minimum, audio and video equipment permitting two-way, real-time interactive communication between the beneficiary at the originating site and the physician or other licensed practitioner at the distant site. The telecommunications system must be secure, ensure patient confidentiality, and be compliant with the requirements of the Health Insurance Portability and Accountability Act.

Originating site means the location of the Medicaid enrollee at the time the services are provided. There is no restriction on the originating site and it can include, but is not limited to, a healthcare facility, school, or the enrollee's home.

Distant site means the site at which the physician or other licensed practitioner is located at the time the services are provided. When approved by LDH in accordance with the Contract, the distant site may include a provider or facility that is not physically located in this state in temporary or emergency situations (e.g., pandemics, natural disasters).

When otherwise covered, the MCO shall cover services located in the Telemedicine appendix of the CPT manual, or its successor, when provided by telemedicine/telehealth. In addition, the MCO shall cover other services provided by telemedicine/telehealth when indicated as covered via telemedicine/telehealth in Medicaid program policy. The MCO shall ensure adequate availability of telemedicine/telehealth during declared emergencies, disasters, and pandemics. Physicians and other licensed practitioners must continue to adhere to all existing clinical policy for all services rendered. Providing services through telemedicine/telehealth does not remove or add any medical necessity requirements.

Reimbursement

The MCO shall reimburse the distant site provider for services provided via telemedicine/telehealth. Reimbursement for services provided by telemedicine/telehealth is at the same level as services provided in person.

The MCO shall require the provider to include in the enrollee's clinical record documentation that the service was provided through the use of telemedicine/telehealth.

The distant site provider must be enrolled as a Louisiana Medicaid provider to receive reimbursement for covered services rendered to Louisiana Medicaid enrollees.

Billing

Medicaid covered services provided using telemedicine must be identified on the claims submissions form by appending the modifier "95" to the applicable procedure code and indicating Place of Service (POS)

02 (other than home) or 10 (home). The MCO shall deny claims that do not have both the correct POS and modifier present on the claim.

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