

Children's Medical Center Health Plan

Telemedicine for Therapy Providers

Background:

HHSC reminds MCOs of the flexibility they have to allow for remote delivery of medically necessary and appropriate covered services. 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.

Until further notice, agencies may use alternate means of communication such as virtual communications (e.g. video or telephone conferencing systems) to continue contact with clients for nonessential services and to provide certain essential services, such as therapies, as determined by the physician and interdisciplinary team

Key Details:

As stated in the MCO Notice titled "Implementation of S.B. 670 to Impact Medicaid MCOs" (originally released Aug. 22, 2019, and re-released March 9, 2020), providers should continue to use the 95 modifier on claims for telemedicine and telehealth services to indicate that remote delivery occurred.

Occupational therapy, physical therapy, and speech therapy may be delivered as a telehealth service following current licensure requirements found in [Occupational Therapy Rules](#), [Physical Therapy Rules](#), and [Speech-Language Pathologists and Audiologists Administrative Rules](#).

***Providers should follow state and federal guidelines regarding performance of telehealth services including permitted modalities.*

CMCHP follows the Texas Medicaid Provider Procedures Manual (TMPPM) related to Telecommunication Services. Providers may refer to the Telecommunications Services Handbook located on www.tmhp.com.

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:

- CMCHP will temporarily honor existing authorizations for OT/PT/ST services with a prior authorization on file
- CMCHP will require the 95 modifier for billing appropriate telehealth services
- Submit initially requested place of service on authorization or if it is solely telehealth place of service 02 used
- CMCHP will require authorizations for all future telemedicine services
- CMCHP will compensate providers at the Texas Medicaid allowable for services
- Providers will need to work with CMCHP Credentialing to ensure licensure is updated.
- Services delivered by telehealth require an Interactive audiovisual connection to the member; they cannot be provided by telephone only or live chat
- Providers must maintain informed consent for telehealth provision using a provider generated consent form

For more information, call the CMCHP Provider Services Team at 1-800-947-4969.

