

Magellan Complete Care of Arizona COVID-19 Telehealth Provider Q&A

Question	Answer
<p>What is telehealth?</p>	<p>The traditional CMS definition of telehealth is:</p> <p>“...the transmission of a patient's medical information from an originating site to the physician or practitioner at the distant site. The physician or practitioner at the distant site can review the medical case without the patient being present. An asynchronous telecommunications system in single media format does not include telephone calls, images transmitted via facsimile machines and text messages without visualization of the patient.</p> <p>For more information, visit 42 CFR 410.78 at: https://www.law.cornell.edu/cfr/text/42/410.78.</p> <p>The traditional Federal Medicaid definition of telemedicine is:</p> <p>“permitting two-way, real time interactive communication between the patient, and the physician or practitioner at the distant site. This electronic communication means the use of interactive telecommunications equipment that includes, at a minimum, audio and video equipment.</p> <p>Telemedicine is viewed as a cost-effective alternative to the more traditional face-to-face way of providing medical care (e.g., face-to-face consultations or examinations between provider and patient) that states can choose to cover under Medicaid. This definition is modeled on Medicare's definition of telehealth services (42 CFR 410.78). Note that the federal Medicaid statute does not recognize telemedicine as a distinct service.”</p> <p>For more information, visit: https://www.medicaid.gov/medicaid/benefits/telemedicine/index.html.</p>
<p>What has changed for telehealth?</p>	<p>Due to the state of emergency, regardless of whether a provider is specifically contracted to provide telehealth and/or telephonic services, AHCCCS Health Plans will reimburse for services as specified by AHCCCS. See the remainder of the document for more information.</p>
<p>Where can I find updated provider communications regarding COVID-19?</p>	<p>Visit the AHCCCS COVID-19 FAQ at https://www.azahcccs.gov/AHCCCS/AboutUs/covid19FAQ.html.</p>

<p>When do the special telehealth exceptions and measures outlined in this document take effect and how long will they remain in effect?</p>	<p>They became effective March 17, 2020, and we plan to keep them in place while the federal emergency is in effect or until state guidance changes. We will share any updates via fax blast and our website.</p>
<p>Due to COVID-19, many of my patients are sick/quarantined/at high risk or simply don't want to come in for a session...</p>	
<p>Can I conduct outpatient sessions with Magellan Complete Care of Arizona members virtually/via computer using a HIPAA-compliant platform?</p> <p>How should I bill this?</p>	<p>Yes, we encourage you to use telehealth and strongly suggest that you use a HIPAA-compliant telehealth platform (real-time, interactive audio and video). However, considering the COVID-19 crisis and member access issues, you may have to utilize other methods such as FaceTime or Skype in order to ensure the member gets the help they need (see question directly below for guidance on NON-HIPAA-compliant methods).</p> <p>Many providers in AZ currently provide and bill for telehealth services. AHCCCS has advised they will be opening new codes. Please check the AHCCCS FAQ page for updates. There are no Place of Service (POS) restrictions for Distant Site (site at which the provider is located at the time the service is provided via telehealth).</p> <p>The POS on the service claim is the Originating Site. Telehealth code set is available online at https://azahcccs.gov/AHCCCS/AboutUs/covid19FAQ.html#telehealth</p> <p>Medicare coverage:</p> <ul style="list-style-type: none"> • CMS will pay clinicians to provide telehealth services for Medicare beneficiaries across the country. • Telehealth services for common office visits, mental health counseling, and preventive health screenings will be covered. • Telehealth services can be conducted from the beneficiaries' home. • Telehealth methods include phone, video chat, and online patient portals. • Doctors, nurse practitioners, clinical psychologists and licensed clinical social workers will be able to offer telehealth to Medicare beneficiaries.
<p>Can I conduct outpatient sessions with MCC of AZ members via telephone or a non-HIPAA-compliant</p>	<p>We strongly suggest that you use a HIPAA-compliant telehealth platform, which includes both audio and video. (See below for further instruction on telehealth platforms.) However, if this is impossible due to the COVID-19 crisis, you may use telephone or a non-public method such as Skype or FaceTime for</p>

<p>method (e.g., Skype or FaceTime)?</p> <p>How should I bill this?</p>	<p>sessions. Note: Public-facing sites such as Facebook Live, TikTok, Twitch, YouTube, etc., should NEVER be used for telehealth.</p> <p>The following codes have been available when services are provided telephonically prior to the COVID-19 declared emergency:</p> <ul style="list-style-type: none"> • 98966 • 98967 • 98968 • 99441 • 99442 • 99443 • H0025 • H0038 • H2014 • H2025 • S5110 • T1016 <p>There is no change to the coding standards for these codes. When providing services telephonically, list the Place of Service (POS) as 02.</p>
<p>Can I conduct outpatient sessions with MCC of AZ members via text?</p>	<p>No, sessions via text message are not permissible.</p>
<p>Will you support outpatient sessions via telephone under all plans/products?</p>	<p>Yes, during this crisis, we are waiving our normal protocols to allow providers to provide and bill sessions by telephone.</p>
<p>Do I need an addendum in place to bill telephone sessions?</p>	<p>No, a contract addendum is not necessary to bill during this COVID-19 crisis.</p>
<p>Are there specific telephonic codes I should use?</p>	<p>Bill the appropriate covered CPT code (listed on your reimbursement schedule) using the GQ modifier and place of service 02.</p>
<p>I'm sick and/or quarantined and can't see patients at all. What should I do to ensure my patients get the care they need?</p>	<p>If you are unavailable and don't have coverage for your MCC of AZ patients who need care, you should coordinate care with MCC of AZ by calling provider services.</p>

Can I provide applied behavior analysis (ABA) services via telehealth?	See ABA Q&A in separate section below.
Can I conduct medication management/prescribing via telehealth or telephone?	<p>If you are an MD contracted to provide these services, yes you may.</p> <p>If you provide the service using a HIPAA-compliant telehealth platform, bill using the GT or 95 modifier and place of service 02.</p> <p>If you use a NON-HIPAA-compliant platform due to the crisis situation or member access issues, bill using the GQ modifier and place of service 02. Note: Public-facing sites such as Facebook Live, TikTok, Twitch, YouTube, etc., should NEVER be used for telehealth.</p>
How do I become a telehealth provider?	<p>During this crisis, you can begin to deliver telehealth services immediately. We encourage you to use a HIPAA-compliant telehealth platform. Bill with the GT or 95 modifier and place of service 02. Visit https://www.azahcccs.gov/AHCCCS/AboutUs/covid19FAQ.html for more information.</p>
Do you require that I use a specific telehealth platform?	No, a variety of HIPAA-compliant platforms are available, and you may use any of those (American Well, Clocktree Health, Theralink, etc.).
Can I use Skype or FaceTime for telehealth sessions?	<p>We highly suggest using a telehealth platform that is HIPAA-compliant, however during this crisis we want members to receive the help they need, so you may use these methods – only on a temporary basis – to ensure patient needs are met. Bill using the GQ modifier and place of service 02.</p> <p>Note: Public-facing sites such as Facebook Live, TikTok, Twitch, YouTube, etc., should NEVER be used for telehealth.</p>
Are there any changes to the telehealth codes or extension of codes?	<p>No (with the exception of temporarily permitting telehealth for special services, see the facility and ABA sections below). For telehealth billing information visit https://www.azahcccs.gov/AHCCCS/AboutUs/covid19FAQ.html.</p>
During this crisis, do I still need to obtain preauthorization for services (inpatient or outpatient) that normally require it?	<p>Please see the AHCCCS March 27, 2020 Memo related to this guidance on the AHCCCS website.</p> <p>https://azahcccs.gov/AHCCCS/Downloads/COVID19/AHCCCSPAandCRStandardCOVID19.pdf</p>
Do all existing documentation, licensing and requirements to	Yes.

provide services remain in effect?	
During this crisis, are you relaxing your site visit requirements or timelines for recredentialing?	We are following State and National Accreditation standards as it relates to extensions on recredentialing. If you are due for recredentialing soon, please contact your provider contact for further details.
During this crisis, will you broaden the provider types who can submit certain services?	No, providers must continue to practice within their scope of services.
Whom can I contact for more information or specific questions about my concerns or patients' needs?	Please visit the provider section of our website at https://www.mccofaz.com/provider or call provider services at 1-800-424-5891.
How do you intend to update providers on your approach to COVID-19?	For the most up to date information, please visit the AHCCCS FAQ page frequently. https://www.azahcccs.gov/AHCCCS/AboutUs/covid19FAQ.html . We also may send periodic updates via email or fax. Please ensure your contact information is up to date by logging into https://www.mccofazprovider.com/providerportalaz and confirming/updating all information.

Facility-specific Q&As

Question	Answer
Can I provide attending physician services to members in inpatient settings via telehealth or telephone?	Yes, during this crisis we will allow provision and billing of attending physician services via telehealth, if you are delivering the same service via a telehealth platform – i.e., the same frequency and intensity of service, using the same attending codes. If you provide the service using a HIPAA-compliant telehealth platform, bill using the GT or 95 modifier and place of service 02. If you use a NON-HIPAA-compliant platform due to the crisis situation or member access issues, bill using the GQ modifier and place of service 02. Note: Public-facing sites such as Facebook Live, TikTok, Twitch, YouTube, etc., should NEVER be used for telehealth.
Can I provide IOP or PHP via telehealth?	Yes, during this crisis you may, if you are delivering the same service via a telehealth platform – i.e., the same frequency and intensity of service, using the same IOP and PHP codes. If you provide the service

	<p>using a HIPAA-compliant telehealth platform, bill using the GT or 95 modifier and place of service 02.</p> <p>If you use a NON-HIPAA-compliant platform due to the crisis situation or member access issues, bill using the GQ modifier and on the CMS-1500 also use place of service 02.</p> <p>Note: Public-facing sites such as Facebook, TikTok, Twitch, YouTube, etc., should NEVER be used for telehealth.</p> <p>HOWEVER, if you aren't delivering IOP or PHP, and you are not contracted as an outpatient provider but the member requires outpatient care, contact provider services at 1-800-424-5891 so we can refer them to an outpatient provider.</p> <p>If you are contracted for outpatient care, you may bill the outpatient service using the GT or 95 modifier and place of service 02 (HIPAA-compliant platform). If you use a NON-HIPAA-compliant platform due to the crisis situation or member access issues, bill using the GQ modifier and place of service 02.</p> <p>Note: Public-facing sites such as Facebook Live, TikTok, Twitch, YouTube, etc., should NEVER be used for telehealth.</p>
<p>Can I bill for services performed by telephone, related to IOP or PHP?</p>	<p>No, IOP and PHP services are not permitted via telephone. However, member check-in and counseling by telephone is permitted, but should be billed with the outpatient visit code, along with using the GQ modifier and place of service 02.</p>

Applied behavior analysis (ABA)-specific Q&As

Question	Answer
<p>Is MCC of AZ allowing the delivery of ABA therapy using telehealth methods?</p>	<p>We only allow telehealth for:</p> <ul style="list-style-type: none"> • Supervision (97155) • Caregiver training (97156 & 97157) • Functional behavior assessment (FBA) (97151 with HO modifier).
<p>Is MCC of AZ allowing delivery of ABA supervision, caregiver training and support, and FBA via telephone?</p>	<p>We strongly suggest that you use a telehealth platform – which includes both audio and video. (See Q&As above for further instruction on telehealth platforms.) However, if this is impossible due to the COVID-19 crisis, you may use telephone.</p> <p>If you use a NON-HIPAA-compliant platform due to the crisis situation or member access issues, bill using the GQ modifier and place of service 02.</p>

	Note: Public-facing sites such as Facebook Live, TikTok, Twitch, YouTube, etc., should NEVER be used for telehealth.
Are ABA providers allowed to use the hours approved in a current authorization for telehealth?	<p>You must submit a request to add telehealth services to the MCC of AZ ABA care manager, to provide the POS and modifiers available on your authorization. Please resubmit your most current approved treatment plan with a request regarding telehealth.</p> <p>During this crisis, you may conduct the FBA, provide supervision and caregiver training services via telehealth even if you are not currently in MCC of AZ's network for telehealth services.</p>
Do I need to submit a request or forms for the services utilizing telehealth for each client?	Yes. Submit forms as you normally do.
How can we increase our requested hours for parent training due to this crisis and use them as telehealth visits?	Submit your request for additional caregiver training hours and the ABA department will review. At this time, we are looking to providers to provide additional hours of caregiver training as parents/members are home and quarantined.
Are the GT or 95 modifiers required for billing telehealth?	Yes, bill using the GT modifier with 02 as the place of service.
During this crisis, what is MCC of AZ's current position/process pertaining to ABA services?	<p>MCC of AZ will approve FBA, supervision and caregiver training for telehealth ABA services until further notice, due to the COVID-19 outbreak. If you need additional hours or a change to telehealth during this time, please fax this request to the same number to which you faxed the initial authorization request. Submit the member name, date of birth, date range of change, and service code changes that you are requesting, and we will process your request ASAP.</p> <p>Please note that only ABA FBA, supervision, and caregiver training will be authorized for telehealth (direct service and social skills group will NOT be authorized for telehealth). During this crisis, you may provide these services via telehealth even if you are not currently in MCC of AZ's network for telehealth services.</p>

Additional Information:

Notification of Enforcement Discretion for Telehealth Remote Communications During the COVID-19 Nationwide Public Health Emergency:

<https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>

Centers for Medicare and Medicaid Services:

CMS Guidance for Clinicians:

<https://www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page>

CMS Provider factsheet for Telehealth:

<https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>

Telehealth Toolkit for General Practitioners: <https://www.cms.gov/files/document/general-telemedicine-toolkit.pdf>

End-Stage Renal Disease Providers Toolkit Here: <https://www.cms.gov/files/document/esrd-provider-telehealth-telemedicine-toolkit.pdf>

AHCCCS Frequently Asked Questions (FAQs) Regarding Coronavirus Disease 2019 (COVID-19):

<https://azahcccs.gov/AHCCCS/AboutUs/covid19FAQ.html>