



Network Notification

Notice Date: March 23, 2020
To: Georgia Medicaid Providers
From: CareSource
Subject: Promoting Telehealth for COVID-19

Summary

In light of COVID-19, Georgia Department of Community Health (DCH) has decided to waive certain policies related to telehealth/telemedicine to support the use of telehealth in diagnosing and treating the virus. CareSource is notifying you about the expanded policy and guidance from the state in using telehealth for COVID-19 services.

Impact

DCH intends to expand the use of telehealth services in the following manner:

- Waiving telehealth services originating site limitations. Originating sites are listed below.
- Allowing telehealth services to be provided during the period of COVID-19 emergency response by the following modalities:
 - **Telephone communication**
 - **Use of webcam or other audio and video technology**
 - **Video cell communication**

Originating sites include the following:

- Physician and practitioner offices
- Hospitals
- Rural Health Clinics
- Federally Qualified Health Centers
- Hospital-based or CAH-based Renal Dialysis Centers (Independent Renal Dialysis Facilities are not eligible originating sites)
- Skilled Nursing Facilities (SNFs)
- Local Education Authorities
- County Boards of Health
- Community Mental Health Centers
- Mobile stroke unit (only for purposes of diagnosis, evaluation, or treatment of symptoms of an acute stroke provided in accordance with section 1834(m)(6))
- The home of a member
- Emergency Medical Services Ambulance
- Pharmacies

The guidance also requires that:

- All services must be deemed medically necessary
- Providers must comply with the provisions outlined in the Telehealth Manual posted on GAMMIS
- The patient must initiate the service and provide consent to be treated virtually and the consent must be documented in the medical record with date, time and consenting/responsible party before initiation of the service
- The codes that will be billed must be identified as “telehealth services” by utilizing a telehealth Place of Service (POS) code or a telehealth modifier (e.g., GT). For example, evaluation and management (E/M) codes must have a telehealth Place of Service (POS) code. Other codes

may have a modifier. The codes and modifiers are identified in the Telehealth Guidance, which is located on the GAMMIS website. Providers may locate the Telehealth Guidance manual by accessing the following link: www.mmis.georgia.gov.

- Qualified healthcare providers must continue to comply with state telehealth laws and regulations, including professional licensure, scope of practice, standards of care, patient consent and other payment requirements for Medicaid members.

For the latest news and guidance on the virus, please visit the [Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov) website. For Georgia providers, CareSource advises using the CDC and the [Georgia Department of Public Health \(GDPH\)](https://www.gdph.org) websites as references concerning this disease.

CareSource will communicate more information aligned with CDC and state guidance as it is released.

Questions?

If you have questions, please contact Provider Services at: **1-855-202-1058** (Monday through Friday, 7 a.m. to 7 p.m.)

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DCH Approved: 3/20/20